

## CAREER HIGHLIGHTS

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- **ENTREPRENEUR, EXECUTIVE LEADER**
  - Director, Business Planning Information and Programs Proposed/implemented strategic objectives, managed financial, administrative, analytic processes, built interagency relationships and programs
  - Member, Administrative Executive Team For 10 years, addressed financial, personnel, labor, performance, legislative and policy decisions for mid-size organization (325 employees, \$58 million budget)
  - Public Information Officer Responsible for media relations, customer relations, community outreach, tours
  - Co-founded and administered nonprofit community mediation organizations in 3 California jurisdictions
  - Local, State Boards and Commissions Future of the California Courts, Community Corrections Partnership, California Dispute Resolution Council, Mediation Society of San Francisco, State Bar of California, City Planning Commissioner, Healthcare District Trustee, Economic Development Commission
- **OPERATIONAL ANALYSIS AND INTERVENTION**
  - Designed and exported multiple administrative and case management databases to other courts Transformed data collection and reporting process and relevance, reduced impact of data collection by 85%
  - Improved organizational response to feedback by designing print and web-based feedback channels
  - Addressed audit findings by redesigning entire process for managing contracts, grants, procurements
  - Achieved 25% savings (\$250k) on 45 judicial law libraries by assessing needs, standardizing library content
  - Developed/delivered custom training programs on leadership, mediation skills, conflict management, communication and negotiation skills, performance management, project management, team building
- **STRATEGIC PLANNING AND CHANGE MANAGEMENT**
  - Led/facilitated strategic planning Emphasized detailed action plans and performance monitoring (Contra Costa Superior Court, Community Corrections Partnership, Town of Mammoth Lakes, Southern Mono Healthcare District, community organizations, small businesses)
  - Led large-scale change initiative to design and implement human resources/benefits management systems
- **PROJECT PLANNING AND MANAGEMENT**
  - Shepherded development of several California Rules of Court which have the force of law
  - Secured grants, built associated programs, assembled/managed teams, evaluated/reported performance:
    - Evidence-based direct service programs for more than 150 drug and domestic violence offenders
    - 2,500-page website providing plain language, practical information to self-represented litigants
    - Restructured, re-wrote Local Court Rules to enhance access to justice for self-represented litigants
    - Established, supervised volunteer services program to provide info/referral services in 3 locations
- **ADMINISTRATIVE EXPERT, WORKFORCE DEVELOPMENT**
  - Hired, trained, and mentored more than 70 paid and volunteer staff from line staff to executives in public and nonprofit organizations; cultivated mission-driven culture, achievement, collaboration, and excellence
  - Coached management teams on meeting effectiveness, project/performance management, team building
  - Clarified operational roles and responsibilities by pruning, reorganizing, updating all policies, procedures
  - Provided professional development training on organizational and systems theory, public trust and confidence, leadership, effective conflict management
- **PRACTICING MEDIATOR**
  - More than 15 years' experience (400+ cases) mediating individual, community, and organizational disputes, facilitating dialogue and decision making events, delivering mediation and communication skills training

## EXPERIENCE

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ORGANIZATIONAL CONSULTANT – San Francisco Bay Area, California

**Self-employed**, 2016 to present

- Working with public sector clients to build high performance teams, address personnel and performance issues
- Assisting nonprofit client with design, development, and launch of national online problem solving and dispute resolution resources

**EXPERIENCE - CONTINUED**

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SAN JOSE CITY COLLEGE – San Jose, California

**Adjunct Faculty**, 2015 to present

CONTRA COSTA SUPERIOR COURT – Martinez, California

**Director, Business Planning Information & Programs**, 2005-16; **Alternative Dispute Resolution Programs Director**, 2001-05

- Executive team member (42 judges, 350 staff, \$58m budget) Hired, managed, more than 30 staff and managers
- Department head for highly trained professionals addressing strategic project planning and management
- Led enterprise change initiative to re-configure and launch finance, human resources, retirement, and payroll information systems
- Reengineered procurement, contract, and grant management processes to comply with audit findings
- Developed and implemented Access databases and other technologies to enhance capture and presentation of workforce and performance analytics, and to streamline and improve administrative and operational functions
- Helped address 33% budget cuts and maintain service delivery levels with reduced workforce

JUDICIAL COUNCIL OF CALIFORNIA – San Francisco, California

**Senior Court Services Analyst**, 1997-2001

- Facilitated committee discussions that resulted in several statewide California Rules of Court
- Provided training and technical assistance to all 58 Family Court Services Directors in California

COMMUNITY MEDIATION AND DISPUTE RESOLUTION CENTERS (Mammoth Lakes, Orange, San Jose, California)

**Executive Director**, 1985-1997; 1981-1983 **Mediator and case manager**, 1981-1997

- Solicited and managed grant funds, budgets and staff
- Trained and supervised mediation panel members
- Practitioner mediator: approximately 400 civil, housing, business, divorce, and child custody disputes

DISPUTE RESOLUTION PROGRAM DESIGN, SANTA CLARA UNIVERSITY – Santa Clara, California

**Contractor**, 1997

- Developed Town & Gown mediation program and provided initial training to mediation panel members
- Successfully presented program for full adoption and institutionalization to Academic Senate

VIRTUAL DISPUTE RESOLUTION ASSOCIATES – Mammoth Lakes, Albany California

**Co-founder, President**, 1995 - 2001

- Conceived and began development of integrated network of online conflict resolution tools and self-help products
- Authored *Building Parenting Agreements that Work* (Nolo Press, 8 editions, 1995 – 2014)
- Proof of concept for online information and service delivery: [www.cc-courthelp.org](http://www.cc-courthelp.org)

**EDUCATION | CERTIFICATIONS**

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- **Ph.D.**, Organizational Systems
- **M.A.**, Humanities and Leadership
- **B.A.**, Community Development and Social Cohesion
- **Practitioner Mediator**, National Association of Conflict Resolution

**TEACHING, TRAINING, AND PRESENTATIONS**

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- Organizational systems (Saybrook University, Association for Conflict Resolution)
- Administration of Justice (San Jose City College)
- Practice and impact of Alternative Dispute Resolution (California Dispute Resolution Council, Academy of Family Mediators, Judicial Council of California, Santa Clara University, Mediation Society of San Francisco, Family Mediation Canada, British Columbia Family Law Bar Association, Association of Family & Conciliation Courts, State Bar of California)

**PROFESSIONAL AFFILIATIONS**

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2013–2016	Contra Costa County Community Corrections Partnership
2009–2012	Member, Alternative Dispute Resolution Committee, State Bar of California
2004–2013	Member and Board of Directors, Mediation Society of San Francisco
1995–2001	Practitioner Mediator: Assn. for Conflict Resolution, Academy of Family Mediators
1993–1996	Member and Board of Directors, California Dispute Resolution Council
1991–1993	Appointee, Judicial Council of California, 20/20 Vision Commission
1991–1999	Member, Society for Professionals in Dispute Resolution
1988–1995	Member, Middle Income Committee, State Bar of California

**COMMUNITY BOARDS AND COMMITTEES**

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1995–1997	Member, Board of Trustees, Southern Mono Healthcare District
1995–1996	Member, Healthy Families, Healthy Children Task Force
1986–1988	Board of Directors, IMACA (Community Action Agency)
1985–1986	Board of Directors, Southern Mono Historical Society
1984–1989	Member, Town of Mammoth Lakes Planning Commission
1984–1985	Board of Directors, Mono County Economic Development Corporation
1983–1984	Member, Orange County Community Housing Resources Board