

More than 30 years of experience in Facilitation, Mediation, Consensus Building, and Conflict Management Training and Coaching



**Donna Silverberg Consulting (DS Consulting)** is a woman-owned, full service conflict management, mediation, facilitation, training, and coaching firm located in Portland, Oregon. We have been providing facilitation, mediation, consensus building and other conflict management services and training to government agencies and universities in the Pacific Northwest for more than twenty years. Our clients are continually pleased with the skills and demeanor that we bring to help them set goals, plan for and reach agreements, develop more cohesive teams, and communicate effectively in face-to-face and online video settings—both internal to their agency and externally with their stakeholders and the media.

DS Consulting helps our clients to design and then work through successful strategic processes that involve a significant interface with the public. Our goal always is to help clients clarify what they need to achieve during their face-to-face sessions so they come out with clear strategic actions and results that help them achieve their short and long-term objectives. Our personal understanding of political and social pressures that affect government agencies helps us to be more effective guiding discussions that lead to effective strategic thinking and actions.

At DS Consulting, we use a variety of techniques to help our clients enhance communication and negotiation effectiveness, so they can achieve innovative and satisfying results. We work closely with clients to assess the type of format or service that best meets their needs and goals. Clients include: local, state, and federal agencies; elected officials; tribal governments; NGO's; large and small businesses; law firms; community groups; and universities. Services include:

- conflict needs assessment;
- one-on-one coaching;
- large group facilitation or mediation;
- dispute systems design;
- negotiation, communication and leadership skills training;
- negotiated rulemaking assistance;
- collaborative problem solving; and
- guided consensus building.

**Recent Relevant Firm Projects:**

- BLM's **Cooperative Agency Advisory Group, ESA Consultation, and Public Outreach Process** for the Resource Management Plans for Western Oregon (BLM, USFWS, NMFS, EPA, USFS, Oregon, Tribes, and Counties; plus 41 public workshops around Oregon).
- BPA's **Regional Implementation and Oversight Group**, facilitating the teams which make day to day decisions about the Federal Columbia River Power System (five federal agencies, four states and thirteen tribes).
- NMFS's **Pinniped Fishery Interaction Task Force**, a congressionally mandated interdisciplinary work group of experts on salmon, pinnipeds, fishing and conservation issues.

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- Oregon Consensus' **Columbia River System Operations EIS**. Serving as part of the OC team working on this project, DSC facilitates the Deputy Executives and other teams from the three lead agencies seeking to develop a coordinated EIS for the Federal Columbia River Power System.
- Oregon Department of Forestry's **Riparian Rule Making Advisory Committee**. Lead facilitators of multi-stakeholder advisory committee.
- Oregon's **Fish Consumption Rate** project for water quality standard revisions relating to human health criteria convened by EPA, ODEQ, and the Confederated Tribes of the Umatilla Indian Reservation; facilitated consensus between the governments, the human health and economic work groups, a rule making committee, and eight public workshops.
- **Portland State University** providing facilitation, mediation, and coaching for faculty and staff units university-wide.
- **Willamette Action Team for Ecosystem Restoration** comprised of state, federal and tribal governments seeking to jointly implement actions in the Willamette Basin in order to achieve ESA goals (NMFS, USFWS, State of Oregon, USACE, BPA and tribes).
- **Willamette University** providing facilitation, mediation, training, and coaching to faculty units.

**Donna Silverberg** has owned and been the lead facilitator/mediator of **DS Consulting**, since 1998. She has been a practicing mediator, facilitator, conflict management systems designer, and conflict management coach since 1988 working almost entirely with projects that involve legislatures; city councils; tribal, state, and federal officials; academic institutions; and boards of directors. She serves as a lead mediator or facilitator of complex, multi-party, strategic planning and contentious projects, many of which have board or elected official oversight.

Prior to opening her own consultant firm, she served as the Acting director of Oregon's Dispute Resolution Commission, Oregon Governor Kitzhaber's Special Assistant on Dispute Resolution for Natural Resource Issues, and Oregon's Public Policy Dispute Resolution Coordinator. In addition to being an adjunct professor of conflict management and facilitation classes at universities around the nation, she provides "Core Values", "Ethics for Managers", negotiation, facilitation and mediation skills workshops for a variety of groups and leadership teams.

Before moving back to Oregon in 1994, Ms. Silverberg was the Deputy Director of the Center for Municipal Dispute Resolution in San Diego, CA focusing on land-use, housing, and Americans with Disability Act issues. She has mediated and facilitated over 1500 projects with a very high level of satisfaction expressed by her clients.

Ms. Silverberg is well regarded by her colleagues and was the first recipient of the Oregon Mediation Association's **Sid Lezak Award of Excellence** in 2006, Willamette University's **Bryan M. Johnston Distinguished Service Award** for "enriching the lives of Oregonians through outstanding individual service in government, dispute resolution and academia", 2010, and the United States Institute for Environmental Conflict Resolution's inaugural **Environmental Collaboration and Conflict Resolution Award** for "Oregon's Fish Consumption Rate Dialogue", 2012.

### **Sample of Recent Experience and Highlights**

- Bureau of Land Management's Resource Management Plan for Western Oregon (NEPA project). *Project lead and facilitator*. 2012-2016
- Leadership Tennessee's Education Policy Summit. *Lead designer and facilitator*. 2016
- Mid-Tennessee Access to Health Care Summit. *Lead designer and facilitator*. 2009

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- Oregon Department of Education's HB 2680 Work Group (Smarter Balanced Test Assessment review, evaluation and consensus recommendations). *Facilitator*. 2016
- Oregon's Public Health Leadership Team: H1N1 After-Action and Collaborative Public Health Governance development. *Lead facilitator and trainer*. 2009-2012
- Oregon State Hospital, Leadership Discussions, *facilitator and consultant*. 2018-on-going.
- Portland State University, Faculty Development, Conflict Management and Coaching. *Coach, mediator and consultant*. 2010-on-going
- Willamette Action Team for Ecosystem Restoration, *Project lead and team facilitator*. 2016-on-going.
- Willamette University, Faculty Development, Conflict Management and Coaching. *Conflict coach, mediator and consultant*. 2016-on-going

### **Education**

- University of San Diego School of Law, JD, 1990.
- Oxford University, Institute for Comparative Law, 1988 & 1989
- Lewis and Clark College, BA in Sociology, 1985.
- Interlochen Arts Academy, Theatre, 1981.

### **Professional Affiliations**

- Association for Conflict Resolution, member since 2001.
- International Association for Public Participation, founding member of San Diego Chapter 1992.
- Oregon Consensus, senior mediator/affiliated practitioner member, since 2010.
- Oregon Mediation Association, member since 1994. Served on board 1998-2005, and 2017 four years as board president.
- Society of Professionals in Dispute Resolution, member 1991-2001
- State Bar of California, since 1991 (currently inactive member).
- US Institute for Environmental Conflict Resolution, senior roster member since 1999.

### **2020 Teaching Positions**

Adjunct Faculty member, Lipscomb University's Institute for Conflict Management, Nashville, TN "Facilitating Dynamic Groups" (course moved to online)

Adjunct Faculty member, Pepperdine University's Straus Institute for Conflict Resolution, Malibu, CA "Facilitating Dynamic Groups" (course moved to online)

Trainer:

- Oregon Department of Human Services and Health Authority: Ethics in Action for Managers. Oregon
- Pepperdine University's Straus Institute for Conflict Resolution, Professional Skills Program "Facilitating Difficult and Dynamic Groups during Covid-19" (Online course)
- San Diego County Office of Education: Conflict Management for Special Education Program administrators, coordinators and teachers. San Diego, CA

**Additional information:** Donna lives in Oregon's Upper Hood River Valley with her husband Charles and dogs, Bella and Gryphon. She enjoys long walks in the woods, visiting with friends, and making fused glass art. She is a "working artist" at Art on Oak in Hood River where her fused glass designs may be seen and purchased.