

RESUME OF Nancy L. Pionk
Mediator/Facilitator/Trainer/Coach
1211 NW Glisan Street, Suite 205
Portland, OR 97209
(503) 248-4703 phone, (503) 721-0623 fax
nancy@dsconsult.co

SUMMARY OF QUALIFICATIONS

- ◆ Creative problem-solver with over 20 years' mediation experience involving: workplace, business, foreclosure, neighbor-to-neighbor, small claims, landlord/tenant, victim-offender, and police/citizen matters.
- ◆ Mediator for pre-approved Mediation Rosters for the United States Postal Service REDRESS Program and Washington Foreclosure Mediation Program.
- ◆ Certified executive, transition and conflict coach supporting individuals and groups in personal leadership development, conflict management and change processes.
- ◆ Inspiring facilitator of multiple leadership teams, workgroups and committees.
- ◆ Designer and presenter of trainings and classes on negotiations, leadership, communication, conflict resolution, team-building and effective groups.

PROFESSIONAL EXPERIENCE

DS CONSULTING, Mediator/Facilitator/Trainer/Coach, Portland, OR, 2017 - Present

- ◆ Providing consultation, mediation, facilitation, training and coaching services to help individuals, government, universities, and other agencies manage complex, potentially contentious issues between agencies or departments, individuals within departments and/or the public.

PRIVATE PRACTICE, Mediator/Facilitator/Trainer/Coach, Portland, OR, 1999 - Present

- ◆ Providing consultation, mediation, facilitation, training and coaching services to help private, government, and non-profit organizations.

WASHINGTON STATE UNIVERSITY, Adjunct Instructor, Vancouver, WA 2016-Present

- ◆ Providing instruction in Negotiations and Leadership

COMMUNITY MEDIATION SERVICES, Executive Director, Vancouver, WA, 2010- 2016

- ◆ Launched new non-profit and established four mediation programs generating over 500 requests for service in first year of operation.
- ◆ Provided leadership on all aspects of non-profit management including budget creation and monitoring, day-to-day program operations and employee and volunteer development.
- ◆ Consulted with community agencies to design and present training and facilitation relating to conflict resolution, teams, workplace and organizational issues.

- ◆ Explored partnerships and identified community needs with local government leaders, judges, legislators and community members and organizations.

CITY OF VANCOUVER, Program Manager, Vancouver, WA, 2003-2010

- ◆ Managed high-functioning team of conflict resolution experts and over 60 volunteer mediators to provide training and quality conflict resolution services in four programs.
- ◆ Facilitated city diversity team's successful efforts to develop a diversity policy, create a formal Diversity Council and advocate for a dedicated diversity coordinator position.
- ◆ Established and monitored performance outcomes and achieved consistently high settlement rates and high ratings by participants of mediators and the mediation process.
- ◆ Delivered trainings on team building, communication, and conflict resolution and presented at state and local conference presentations.
- ◆ Designed and facilitated strategic planning sessions and retreats for Police Command, Fire and other organizational work teams.

CITY OF VANCOUVER, Interim Diversity Coordinator, Vancouver, WA, 2009-2010

- ◆ Facilitated City's Diversity Council and championed its efforts to promote diversity and cultural competency in the organization.
- ◆ Collaborated with YWCA of Clark County, Washington State University, Clark College and Clark County to share information and resources and offer workshops on diversity and cultural issues.
- ◆ Worked with a regional team of government employees to plan diversity conference for government employees.

CITY OF VANCOUVER, Program Assistant/Mediator, Vancouver, WA, 1998-2003

- ◆ Served as mediator, Small Claims Mediation program coordinator and police mediation liaison.

STATE OF OREGON, Field Officer, Salem, OR, 1996-1997

- ◆ Advocated for residents of long-term care facilities for the Office of the Long-Term Care Ombudsman.
- ◆ Monitored and evaluated long-term care facilities.
- ◆ Empowered and encouraged best practices among volunteer advocates and providers.

MCBRIDE, BAKER AND COLES, Associate Attorney, Chicago, IL, 1989-1995

- ◆ Litigated a diverse caseload involving businesses and individuals in the areas of employment, insurance, trade secret, antitrust and contracts.

EDUCATION AND AWARDS

- ◆ **Loyola University Chicago School of Law**, Chicago, Illinois, J.D.
- ◆ **Eastern Michigan University**, Michigan, B.A.
Major: Public Law and Government; Minor: Writing
- ◆ **Hudson Institute of Santa Barbara**: Santa Barbara, California, Certified Hudson Institute Coach, 2016
- ◆ Nominated by peers and received the 2001 City of Vancouver **“Outstanding Service Award.”**
- ◆ Received the City of Vancouver’s **“Breakfast Club Diversity Award”** in 2005, a peer-nominated award, to recognize employees who display an open-minded approach to people and actively pursue diversity issues in the workplace.

ACTIVITIES AND AFFILIATIONS

- ◆ Co-President, Resolution Washington, an Association of Dispute Resolution Centers, 2013, 2008
- ◆ Team Member, Rotary Group Study Exchange to Bali, Indonesia, 2005; Participated in cultural exchange and gave presentations to Rotary Clubs throughout Bali, Vancouver and Oregon.
- ◆ Oregon Mediation Association Board Member and Fundraising Committee Chair, 2001-2004