

## CURRICULUM VITAE

Marilyn “Anita” Vestal  
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### **EDUCATION**

Ph.D. Nova Southeastern University, Ft. Lauderdale, FL  
Degree awarded in Conflict Analysis & Resolution, Graduate School of Humanities and Social Sciences

M.B.A. Texas Tech University, Lubbock, TX  
Degree awarded in Business Administration, Major: Management

B.S. Virginia Tech, Blacksburg, VA  
Degree awarded in the College of Human Resources, Major: Child and Family Development

### **TEACHING EXPERIENCE - COURSES TAUGHT:**

*Graduate School of Humanities & Social Services, Nova Southeastern University, online*  
Mediation Theory and Practice; Violence Prevention; Qualitative Data Analysis II; Doctoral Seminar;  
Practicum I and II; Conflict Workshop Development; Research Design and Program Evaluation;  
Grantwriting and Proposal Development, Interdisciplinary Writer. 2001 to present.

*Shepard Broad College of Law, Nova Southeastern University, M.S. Law online.* Alternative Dispute  
Resolution. 2015 – present.

*Horizons University, Paris France, online.* MBA and DBA courses in Leadership, Research Design and  
Qualitative Methods. 2012 to present.

*School of Leadership and Professional Development, Mountain State University, Master of Science in  
Strategic Leadership face to face and online:*  
The Art & Science of Leadership; The Leadership Challenge; Organizational, Group & Team Leadership;  
Reframing Leadership; The Human Side of Organizations; Organizational Theory; Organizational  
Effectiveness: Understanding Performance; Quality Systems and Organizational Performance; Strategic  
Thinking; Business Research Methods; Project Research, Applications and Methods; Program Research  
Project and Presentation. 2004 to 2012

*School of Public Service Leadership, Masters of Public Administration, Capella University, online:*  
Public Administration, Organizational Leadership and Theory, Organizational Evaluation and  
Performance. 2011- 2014

*School of Leadership and Professional Development, Mountain State University, Bachelor of  
Organizational Leadership, face to face*

The Adult Learner: Principles, Applications, Concepts, and Theories; Principles and Issues of Management; Principles and Issues of Human Resources; Leadership; Ethics; The Learning Organization; Organizational Behavior: An Analytical Approach; Organizational Systems Theory: A Strategic Approach; Organizational Systems Theory: A Strategic Approach; Human Resources: An Analytical Approach; Human Resources: A Strategic Approach; Human Resource Development; Management and Organizational Problem Solving Practicum; Leadership Problem Solving Practicum; Human Resources Problem Solving Practicum; Organizational Development and Change Problem Solving Practicum. 2004 – 2005.

*Department of Business Administration, York College of Pennsylvania, face to face*  
Principles of Management; Human Resources Management. 2002 to 2004.

*Sullivan University, Masters in Dispute Resolution, online*  
Family Conflict and Mediation. 2003

*Graduate School of Human Services, Capella University, online*  
Survey of Research in Human Development and Behavior; Health in the Workplace; Strategic Planning for Nonprofit Organizations. 2002 to 2004

*Eastern Mennonite University, Lancaster Campus, B.S. Management and Organizational Development, face to face*  
Organizations and Environments; Group and Organizational Behavior; Individual in the Organization; Organizational Research; Human Resources Administration; Principles of Management and Leadership; Application of Research Project. 2000 to 2003.

*Polk State College, Applied Science in Supervision and Management, online.* Human Resources Management, Leadership and Management Practices, Organizational Behavior. 1999 - 2001

*Webber International University, Department of Business Administration, face to face*  
Principles of Management; Human Resources Management. 1992 to 1996

## **RELATED TEACHING EXPERIENCE**

Werner Institute, ADR Hub, Cyberweek Conference. Facilitator of online topic: Role of Emotions in Online Dispute Resolution, 2013-14

Family Child Resources, Inc. York PA, Taught parenting classes for court mandated families in disputed custody cases. 2003-2005.

Polk Community College, adult education program. Workshop sessions on team management. 1997

Course Faculty. Region IV Head Start Management Institute at Tuskegee University. Three one-week intensive sessions for agency leaders from four states. Topics: Human Resources and Financial Management. 1995

South Carolina Educational TV: Early Childhood Professional Development Network. Discussion Leader for audio bridge sessions with teachers participating in national CDA training project using distance learning and satellite. 1992 to 1996.

University of Maryland, Head Start Resource & Training Center. Course faculty for five day intensive management and leadership development seminars at Kings Mountain, PA and Pipestem, WV, 1981-82

### **RESEARCH INTERESTS**

Conflict resolution in organizational settings, appreciative inquiry for systemic change, transformational strategies for educational and community entities, emotional literacy, conflict resolution program development and start up, dispute system design, evaluation of conflict resolution programs, violence prevention for work and school, forgiveness.

### **RESEARCH EXPERIENCE**

Principal Investigator, PEACE Project. Two year research project funded by the Commissioner's Office on Research and Evaluation, Administration on Children, Youth and Families, U.S. Department of Health and Human Services. Grant to Nova Southeastern University. 1998 – 2000

Principal Investigator, Program Outcomes Evaluation Study – to measure impact of Palm Beach County Head Start program on children, families, community and staff. Multiple methods design with data collection and analysis in areas of child health, nutrition, dental, and mental health; early childhood education and development; family partnerships; community partnerships; and staff development. 1999- 2000

Head Start Grants Administration and Financial Management Quality Improvement Initiative – Synthesis of the regulations and guidance for Head Start grantees in the area of grants management directed by the Head Start Bureau. Manage data collection and analysis, focus groups, needs assessments and publication of products and training. 2000

Dispute Systems Design –Designed and implemented a study to develop procedures for dealing with complaints, grievances, and conflicts within the organization and its constituents. Palm Beach County, FL and Texas Migrant Council, Laredo, TX. 1998 - 1999

Wheelock College, Center for Career Development in Early Care and Education. Research and report on exemplary partnerships between Head Start, Department of Education, Department of Labor, Vocational Tech Schools, and private entities for career development of early childhood professionals. 1997

South Florida Community College. Department of Applied Sciences and Technologies. Research and development of a report on the School To Work Opportunities Act Readiness for three school districts in central Florida. 1995

Susquehanna-Pfaltzgraff, York, PA. Feasibility study for employer supported child care programs. 1988.

## **SUPERVISED RESEARCH PROJECTS**

*Doctoral Dissertation Committee Member:* Carrine Fessahaye (2009). A Qualitative Phenomenological Study of Retired Public School Teachers' Perception of Their Preparedness for Inclusion under the No Child Left Behind (NCLB) Policy. Nova Southeastern University Graduate School for Humanities and Social Sciences.

*Major Professor for Action Research Projects for the degree of Master of Strategic Leadership, Mountain State University, supervising research of the following candidates:*

T Johnson (2012). Strategies for organizational change in an education environment.

P Graybeal (2012). Leadership development in a healthcare environment

S Hornsby (2012). Career path planning at Whole Foods Market

L Nguyen (2012). The feasibility of establishing a youth mentoring program at the Vietnamese Buddhist Temple.

M Moses (2012). A study of consumer behavior and consumption of organic products.

S Blanks (2012). Understanding, attitudes, behaviors and experiences with regard to multiculturalism and diversity in a bible college

A Holbrook (2012). Increasing student engagement in learning through the use of simulation

R Burross (2012). Raising crime awareness in the city of Palmer: Role of police mentoring

J Davila (2012). Enhancing police professionalism: Improving the interactions of citizens and police during traffic stop encounters

J Dever (2012). How can better followership improve Journey Church of Liberty Hill, Texas

H Moshrefi (2012). The economic crisis: Challenges to FBI leadership

S Shumate (2012). Radford University Police Department's Relationship with the Community

S Digby (2012). The impact the Caruth Police Institute has on leadership in the Dallas Police Department

J Wilson (2010). Benefits of a morale maintenance program at the North Branch Correctional Institution

T Guinnshaver (2010). The power of professional development: Peak experiences in the Houston Police Department

R Wolfe (2010). What leadership attributes do teachers look for in other teachers and what attributes do principals look for in teachers?

P Morales (2010). What does leadership do to ensure value?

M Nelson (2010). Quality teachers in it for the long haul: How do we attract them and what do we do to keep them?

L Rhoads (2010). An Appreciative Inquiry of the Locklin Cemetary Association: Achieving organizational sustainability.

D Griffin (2010). How leadership turnover affects employee satisfaction.

D Newbern (2010). Leadership aspects of the Music City flood

A Fertitta (2010). The King Women's Partnership: Breaking the glass ceiling by building leaders

C Raglin (2009). An evaluation of domestic violence task forces in Texas in preventing revictimization.

G Tunstall (2009). Leadership training and its effect on leadership styles in a correctional environment

P Hobbs (2009). Management techniques to improve patient outcomes.

J DeJarnette (2009). In the pursuit of excellence in law enforcement: What motivates police officers?

L Dishman (2009) How does church leadership influence the recruitment of deacons? (available on Appreciative Inquiry Commons, )

M McGraw (2009). Which best practices of student ambassador programs used at 4-year colleges and universities can be adapted to fit the recruitment and retention needs of a small, rural, community college?

P Hyden (2009). Labor/management conflicts in law enforcement agencies

R Lee (2009). Reducing the learning curve in first time supervisors in law enforcement

W Braun (2009) Retaining young talent in the police workforce

B Huff (2007). A needs assessment for skills and knowledge training for the airport division of the Houston Police Department.

F Gonzalez (2007). Building consistent discipline: How can a penalty schedule improve the disciplinary process of the Fort Worth Fire Department?

F Bush (2007). Changing the future through servant values at Saint Vincent de Paul

L Fleeman (2007). Assessing the value of Share Point in communication among non-proximate team members

P Reed (2007). Recruitment and retention of young employees for the correctional field

S Hein (2007). Can a conflict resolution training program benefit Houston police officers?

G Jones (2007). The assessment center method: The process of assessing leadership potential for police promotions

P Price III (2007). Management training in how to give and receive performance feedback

A Pitts (2006). The Houston Police Department's patrol sergeant training program instructor effectiveness

G MacIntosh-Beatson (2006) Allocation of manpower within the Houston Police Department

L Smith (2006). An Appreciative Inquiry into the school resource officers In Little Elm, Texas

S Telisko (2006). Understanding and defining empowerment for agent team members of State Farm Insurance

T Batiste (2006). Factors that most influence retention rate in an Army National Guard battalion

## **PROFESSIONAL-ADMINISTRATIVE EXPERIENCE**

MANAGEMENT AND FISCAL SPECIALIST- University of Massachusetts, Donahue Institute. Create and present training and resources for Head Start agencies nationwide as part of the National Center on Program Management and Fiscal Operations. Federal contract of one year. 2011

FISCAL/GOVERNANCE SPECIALIST – Florida Head Start State Training Office. Plan and deliver training in areas of fiscal and legal oversight for management and board members of Florida's Head Start agencies. Federal contract of two years. 2009 to 2010.

PROJECT MANAGER – Safe Schools/Healthy Students Initiative of Osceola County. Osceola School District. Project planning, implementation, financial management, reporting and evaluation of comprehensive four year federally funded grant for violence prevention, mental health, substance abuse intervention, parent education and early childhood programs. Oversight of \$8 million budget, 8 community partner agencies, 17 project staff in 28 schools. 2007 – 2009.

MEDIATOR – FACILITATOR Florida Supreme Court Family Mediator, Arbitrator with National Assn of Securities Dealers (NASD), Mediator with USDA-Rural Development, York County (Pa) civil court-appointed mediator; various organizational and private clients. 1998 – present.

MANAGEMENT CONSULTANT Independent consultant providing early childhood, organizational development, program development, research and evaluation activities and curriculum development for organizations and agencies nationwide. 1990 – present.

FOUNDING EXECUTIVE DIRECTOR, Child Care Consultants, Inc. a community, non-profit resource and referral agency serving south-central Pennsylvania. Wrote and negotiated successful bids for funding from state, local and corporate sources. Established and administered computerized Local Management Agency for Pennsylvania state subsidized child care. Created community interest and programs for

employer supported child care needs and initiatives. Organized training programs for day care providers. Hired and supervised staff. Liaison with Board of Directors. Responsible for establishing and maintaining budget of \$1.25 million. 1987-1991.

MANAGEMENT / FISCAL SPECIALIST AND DATA MANAGEMENT PROJECT  
COORDINATOR. Head Start Resource and Training Center, University of Maryland University College. Planned and delivered training for Head Start grantees in all areas of management, fiscal and data management. Developed resource materials, modules and manuals for use by grantee staff. Coordinated National Data Management Project. Developed and integrated teleconferencing models for training. Edited items for the National Head Start Bulletin. 1981-82 and 1984-89

PROGRAM ADMINISTRATOR. East Coast Migrant Head Start Project, Florida Branch. Re-established migrant Head Start services as a new grantee. Hired and trained staff. Located and negotiated space needs for 10 centers in 9 rural counties. With staff, developed administrative structures and policies. Formed and acted as liaison with Policy Committee and Health Advisory Committee. Oversight of 3 million dollar budget, 800 enrolled children and staff of 250. 1982 to 1984.

METHODS ANALYST . Community Progress Council (CAP Agency), York, PA. Designed systems for improved management of agency programs including CDBG projects for employment training and housing; Head Start; Senior Employment and Development; Neighborhood Assistance programs. Supervised two professional Methods Analysts and coordinated with Internal Audit staff. 1980 to 1981.

CHILD DEVELOPMENT TRAINING SPECIALIST. Institute for Child and Family Studies, Texas Tech University. Presented training for Head Start grantees in Region VI (five states around Dallas, TX.) Conference Coordinator for Resource Management Institute hosting over 300 participants from five states. Supported activities with DHHS/OHDS and BEH funded projects. 1977 to 1980.

PEACE CORPS VOLUNTEER. Office of Community Development in the Dominican Republic and YMCA in Guatemala. Peace Corps training in Ponce, Puerto Rico. Served as a Home Economics Extensionist working with a Community Development team in rural areas of the Dominican Republic. Transfer to Guatemala to work with children in educational camps set up as relief after earthquake. 1974 to 1976.

## AWARDS

*Distinguished Alumni Achievement Award*, Nova Southeastern University, 2005

*Who's Who in America*, 2002 – present

*Who's Who in American Women*, 2000 – present.

*Federal Head Start Research Scholar Grant Award* to support dissertation 1998 – 2000

*Indian American Cultural Association Student Writing Competition Awardee.*

*American Bar Association Student Writing Competition Awardee.* 1998

*Association of Broward County Mediators Student Writing Competition Awardee.* 1998

*Certificate of appreciation for community service.* Commonwealth of Pennsylvania , Governor Robert Casey. 1991

*Certificate of Recognition for Community Leadership.* York Area Labor Management Council, York, PA. 1989 – 1990

*Beyond War Award* for Peace Corps Service in Latin America. 1987

*Certificates of appreciation from the National Head Start Association.* 1978 – 2000.

*Certificate of recognition for disaster relief efforts in Guatemala.* U.S. Department of the Interior. 1976

*Margaret Sangar Award.* Planned Parenthood of South-central Pennsylvania. 1976

### **PUBLICATIONS:**

Vestal A. and Schuman, D. (2012). *Twenty Practical Ways to Forgive.* e-book. Smashwords, Inc. ISBN 978-1476356273

Vestal, A. (2009). *Conflict Resolution in Preschool: A Model for Teachers and Children.* Koln, Germany: LAP-Lambert Academic Publishing. ISBN 978-3-8383-1017-6

Elliot, K. and Vestal, A. (1998). *Learning and Growing Together: Head Start and Child Care Professional Development Partnerships.* Boston MA: Center for Career Development in Early Care and Education, Wheelock College

#### *Peer Reviewed:*

Vestal, A. & Jones, N. (2004). Peace and Conflict in Preschool Children. *Journal of Research in Childhood Education.*

Vestal, A. & Harmon, K (2004). Teaching Conflict Resolution to Culturally Diverse Preschoolers. *ACResolution*, (Journal of the Association for Conflict Resolution) Fall 2004.

Vestal, A. (2004, July) *Conflict Resolution Model for Preschool Children, Teachers and Parents.* Poster session accepted for presentation at the 7<sup>th</sup> National Head Start Research Conference, Washington D.C.

Vestal, A. (2003) Mobilizing the Third Side for Bully Prevention. *The Fourth R.* Summer, 2003. Washington DC: Association for Conflict Resolution

Vestal, A. (2001) Teaching Conflict Resolution to Young Children: What Works. *ADR Report*, 5 (3):10-14

Vestal, M. A. (2000). *Peacemaking in Head Start: How Do Preschool Children Learn Conflict Resolution Skills?* Presented at Developmental and Contextual Transitions of Children and Families.



Head Start's 5th National Research Conference. Washington, DC: ACYF/ ACF/ DHHS in collaboration with Columbia University and Society for Research in Child Development. (June 28-July 1, 2000).

Vestal, M.A. and Nicholas, C.A. (2000). *Staff Development Models in Conflict Resolution, Violence Prevention, and Peace Education: Are Head Start Classrooms Transformed After Teacher Training?* Presented at Developmental and Contextual Transitions of Children and Families. Head Start's 5th National Research Conference. Washington, DC: ACYF/ ACF/ DHHS in collaboration with Columbia University and Society for Research in Child Development. (June 28-July 1, 2000).

Vestal, A. (2000) "The PEACE Project" ( Proceedings from the Research Track at the NHSA Training Conference. Washington, DC, April, 2000.) *NHSA Dialog*.

Vestal, A. (2000) "Domestic Violence and Mediation: Concerns and Recommendations" published on *Mediate.com*

Vestal, A. and Munro, L. (2000) "Custody and High Conflict Families" published on *Mediate.com*

Vestal, A. (1999) "Mediation and the Parental Alienation Syndrome: Considerations for an Intervention Model" *Family and Conciliation Courts Review*, 37 (4): 487- 503

Vestal, A. (1999) "Do American Freedoms Protect Our Children?" selected as second place in national student writing contest of the Indian-American Cultural Association

Vestal, A. (1999) "Perspectives on Parental Alienation, Child Custody and Dispute Resolution Systems" *Practical Dispute Resolution*, 1 (2):46 –55

Vestal, A. (1998) "Mediating Custody When the Child Despises Dad (or Mom)" Selected as second place winner of the student essay contest of the Association of Broward County Mediators

Vestal, A. (1997) "Perspectives on Parental Alienation, Child Custody and Dispute Resolution Systems" Published at website of American Bar Association Section on Dispute Resolution, [www.fact.on.ca/Info/pas/vestal.htm](http://www.fact.on.ca/Info/pas/vestal.htm)

#### *Training Manuals:*

U.S. Department of Health and Human Services. (2000) *Moving Ahead: Financial Management Training Module*. Washington DC: Head Start Bureau. Co-authored

U.S. Department of Health and Human Services (1998) *Planning and Evaluating for Success: Learning Guide for the Head Start Community*. Washington DC: Head Start Bureau. Co-authored

U.S. Department of Health and Human Services (1998) *Fostering Skillful Program Governance: Learning Guide for the Head Start Community*. Washington DC: Head Start Bureau. Co-authored

U.S. Department of Health and Human Services.(1998) *Leading Head Start into the Future: Learning Guide for the Head Start Community*. Washington DC: Head Start Bureau. Co-authored

U.S. Department of Health and Human Services. (1997) *Participating in the Management Process: A Foundation Learning Guide for the Head Start Community*. Washington DC: Head Start Bureau. Co-authored

Vestal, A. (1992) "Fund Accounting Software Review" *Head Start Automation Manual*. Washington DC: Head Start Bureau

Vestal, A. (1990) *Funding Streams and Strategies*. Central Intermediate Unit, School Age Child Care Project. Bellefonte, PA

Mayne, K. and Vestal, A. (1988) *Training of Trainers Manual for Head Start ADP Specialists*. University of Maryland: Head Start Resource and Training Center

Matlack, J., Vestal, A. and others (1987) *Head Start Specific Computer Software Guide* Washington, DC: DHHS/Office of Human Development Services

Vestal, A. and Herren, J. (1985) *Managing Training and Technical Assistance*. University of Maryland: Head Start Resource and Training Center

Vestal, A. (1984) *Cost Analysis Workbook*. University of Maryland: Head Start Resource and Training Center

Vestal, A. (1982) *New Director's Manual*. University of Maryland.: Head Start Resource and Training Center (listed in ERIC)

### **SELECTED CONSULTING EXPERIENCE:**

Appreciative Inquiry Facilitation, Dos Rios Foundation. Perez Zeledon, Costa Rica. Facilitate community development process for establishing and fulfilling strategic goals/plans to meet economic, health, youth and educational needs in rural village. 2013 - present

Palm Beach County and Broward County FL, Children's Services Council. Contracts to design and deliver training for human services managers and staff of public institutions serving families in south Florida. Topics: Emotional Intelligence, Difficult Conversations, Conflict Management, Reflective Supervision, Cultural Competence. 2009 to 2016.

Horizons University, Paris France. Development of courses for DBA program. Research Methods and Qualitative Research. 2012.

Hillsborough County Board of Commissioners Head Start/Early Head Start. Management training for Education Managers. Topics: Leadership, Reflective Supervision, Relationship-based Competencies, Conflict Resolution, Decision Making, Problem Solving. 2012

Early Head Start National Resource Center, National Consultant. 2010

Early Learning Coalition of Orange County, FL. Align current training offerings with Florida Professional Competencies for Early Childhood Educators, develop training and assessments. 2010

Earthaven Ecovillage, Black Mountain NC. Appreciative Inquiry: Strategic Planning Experience. 2007

Community Development Institute, Denver CO. Site Manager, on-site Director and various consulting relating to a national Head Start Interim Grantee contract. 2005 - 2006. (Head Start grantee)

Wells Fargo & Company. Des Moines IA. Appreciative Inquiry and Conflict Resolution training. 2005.

APPLES, Inc., Hagerstown, MD. Appreciative Inquiry process for strategic planning. 2003. (CCRR agency)

Community Services of Lawrence County, New Castle, PA. Community assessment study and report. 2002-2003 (Head Start grantee)

Carbon County Action Council, Lehighton PA. Community assessment and grant proposal for Head Start services. 2002.

East Coast Migrant Head Start Project, Raleigh, NC. Wage Study, 2001 (Head Start grantee)

Pal-Tech. Arlington, VA. National Head Start Training and Technical Assistance Resource Center. Various quality improvement initiatives for the Head Start Bureau. 2000- 2001 (Head Start Contractor)

Circle Solutions. Alexandria, VA. Part of a team to develop and field test Moving Ahead Module for Financial Management for Head Start grantee and federal staff nationwide. 1998-99 (Head Start Contractor)

First Mediation Corp. Edit short stories for a publication for mediators. 1998

Hilton Early Head Start Training Project. Sonoma State University, Rohnert Park, CA. Learning Coach for Early Head Start and Migrant programs to develop goals for services for families and children with disabilities. 1998 to 2000. (Head Start Contractor)

Department of Health and Human Services/ Administration on Children Youth and Families, Philadelphia Regional Office. Local Training Coordinator to coordinate support for a training conference for Head Start monitoring contract. 1997 – 98

Aspen Systems, Rockville, MD. Part of a team to develop and field test five training modules on management topics for Head Start grantees nationwide. 1996-1999. (Head Start Contractor)

Texas Migrant Council, Laredo, TX. Development of various systems in Human Resources Management including wage comparability, position descriptions and performance review. 1996- 2000 (Head Start grantee)

Research Assessment Management, Silver Spring, MD. Regional Review Coordinator, 1991- 94. Onsite Program Review Team member. 1993-97 (Head Start contractor)

Emprise Designs, Head Start Region IV Technical Assistance Service Center. Florida Lead Consultant. Work with Atlanta staff to ensure that training and technical assistance needs of Florida Head Start grantees are met. Provide onsite consultation for identified grantees in areas of management and administration. 1994 to 1996. (Head Start Contractor)

University of Maryland, Conferences and Institutes. National Data Management Project. Screen and prioritize applications for professional position vacancies; participate on interview team. Orient new project managers. 1988-89. (Head Start contractor)

Council of the Southern Mountains, Welch WV. Hired by Board of Directors to develop a management plan to correct personnel problems and administrative deficiencies. 1991 (Head Start grantee)

Development Associates, Arlington VA. Onsite Program Review Team member. 1991 (Head Start contractor)

## **LANGUAGES**

Working Proficiency - Spanish

## **SELECTED PRESENTATIONS**

“Reflective Supervision” Children’s Services Council of Broward County, FL. 2016

“Cultural Diversity” Children’s Services Council of Broward County, FL. 2016

“Increase your Intelligence: Emotional, Moral and Body Quotients” presented four times for managers and staff of public and human services organizations in Palm Beach County, FL. 2012 – 2014.

“Emotions in Online Dispute Resolution” led a topic discussion Cyberweek 2012 Conference for Werner Institute at ADRHub.com

“Strategic Planning in a Changing Environment”, Heading Up Head Start Conference, Salt Lake City, Utah, 2011

“Managing Conflict Creatively”, National Head Start Conference, Kansas City, 2011

“When Change Causes Conflict”, Region IV Head Start Association Leadership Conference, Atlanta 2011

“Data Driven Decisions and Strategic Planning”, Birth to Three Conference, Washington DC 2011

“Leaders Create the Conditions for Change”, New York State Head Start Assoc, Syracuse, NY, 2011

“Building Bridges for Difficult Conversations”, Children’s Services Council of Broward Co., Boynton Beach, FL 2010

“Mediating Conflict for Board Staff and Stakeholders”, One Goal Conference, Tampa, FL July 2009 and Florida Head Start Assn Leadership Conference, Daytona, October, 2009

“Rock Solid Fiscal Systems” Training for new Head Start fiscal officers in Florida, Vero Beach FL 2009

“Quality Refunding Applications” Florida Head Start Assn Leadership Conference, Daytona, October, 2009

“Program and Fiscal Planning” Cluster workshop for Head Start grantees, Jacksonville and Largo FL, September 2009

“Financial Issues in the 2007 Head Start Reauthorization” and “DeMystifying Non Federal Share”, Florida Head Start Assn Spring Training Institute, Daytona FL, May, 2009

“I Can Problem Solve”, Benefits of using the model in school settings, how to teach to preschool and primary grades. Early Learning Coalition of Osceola and School District of Osceola County, FL 2007-present

“Raising a Thinking Child” Training of Trainers for Parent Educators. School District of Osceola County, FL. 2008 - present

“Appreciative Teambuilding”, Polk Community College for faculty & staff Professional Development, Fall 2007

“Conflict from the Inside, Out”, “Transformative Life Choices”, “Working Relationships at their Best” presented as webinars (teleclasses) using internet and phone. Engaging Life Workshops, Summer & Fall, 2007.

“Transformative Life Choices” and “Creating Abundance in Your Life” presented for Winter Haven Hospital SAGE-ing program. Fall, 2007

“Appreciative Inquiry: A Strategic Planning Experience” Earthaven Ecovillage, Black Mountain NC, February 2007

“Appreciative Inquiry and Mediation” Austin Association of Mediators, October, 2006

“Forgiveness: How and Why Forgiving is Good for your Health” The Crossings at Austin, August, 2006

"Appreciative Conflict Resolution" Wells Fargo Company, November, 2005

"Forgiveness is Good for your Health" Women’s Fair of York County (Pa), March 2005.

"Appreciative Inquiry for Mediating Workplace Conflict" Accepted for Sunrise Seminar presentation at the Second International Conference on Appreciative Inquiry--Creating Extraordinary Organizations for Business and Society. Miami, FL. September, 2004.

"Conflict Resolution Model for Preschool Children, Teachers and Parents" poster presentation at the 7<sup>th</sup> National Head Start Research Conference. Washington, DC. June 2004

"Mediate – Don't Litigate" Women's Fair of York County (Pa), March 2004.

"I Can Problem Solve" training and research program for RCMA Florida. Spring and Fall 2003.

"Managing Conflict Creatively" RCMA Pre-Service Conference, Orlando, October, 2002; Lancaster County (Pa) Workforce Development Conference, May, 2001; Women's Fair of York County (Pa), March, 2001 and 2004; National Head Start Assn Conf, Kansas City, 2011.

"Systemic Peacebuilding" Panel Member for PreConference Track on Conflict Resolution. National Head Start Association 28<sup>th</sup> Annual Conference, Orlando, April 2001

"Teacher Training In Conflict Resolution and Peace Education: Building Social and Emotional Readiness." Poster presentation for National Head Start Association 28<sup>th</sup> Annual Conference, Orlando, April 2001

"Staff Development Models in Conflict Resolution, Violence Prevention and Peace Education: Are Head Start Classrooms Transformed after Teach Training?" Poster presentation at Head Start Fifth National Research Conference, Washington, DC, June 2000.

"Peacemaking in Head Start" Presentation for National Head Start Association 27<sup>th</sup> Annual Training Conference, Pre-Conference Track on Conflict Resolution, Washington, DC, April, 2000.

"Assessing Program Outcomes" Presented for Palm Beach County Head Start, School District, and other community organizations. West Palm Beach, FL. 1999.

"Relational Negotiating: Connecting People and Power" Presented for Tri County Association of Government Purchasing Agents, Hollywood, FL. 1999

"Managing Conflict Creatively." Presented for Palm Beach County Head Start Preservice Orientation. West Palm Beach, FL, Texas Migrant Council, Laredo, TX and National Migrant Head Start Annual Conference, Washington, DC 1999

"The PEACE Project Research Study" Poster session for the Head Start - University Partnerships and Research Scholar grantees meeting. Alexandria, VA 1999

"Head Start - Child Care Partnerships." Presented for the *Head Start State Collaboration Meeting*. Washington, DC. 1997

"Team Building Strategies." Presented for Polk Community College continuing education workshop series. Lakeland, FL. 1997

“Quality Depends on People: Leadership and Supervision Issues.” presented for the National Migrant Head Start Conference in Washington, DC and Florida Social Services Institute and Florida Education Coordinators Pre-Conference 1995 – 1996

“Maximizing Training and Technical Assistance Resources.” presented for the Region IV Head Start Association Conferences in Birmingham, Atlanta and Memphis; and the Region IV Fiscal Management Conference in Atlanta. 1995 – 1997

“TEAM : Together Everyone Achieves More.” presented at the North Florida Early Childhood Under the Boardwalk Conference, Panama City 1995

”Quality and Head Start Evaluation Systems” presented at the Region IV New Staff/New Grantee Conference, Atlanta 1994

“Fund Accounting vs. Commercial Accounting Systems”. Presented at Technological Symposium II, Center for Adult Education, University of Maryland, College Park 1992

Staff Training: Assessing Needs and Developing a Plan.” Presented for the National Association of Child Care Resource and Referral Agencies Wilmington, DE 1991

“Accessing Funds for Your School Age Child Care Program.” Presented for school age child care administrators. School Age Child Care Project of Central Pennsylvania. Carlisle, PA. 1990.

“Demographics, Needs and Child Care Options”. Presented for the following groups of human resources managers: York Area Labor Management Council; Lancaster Chamber of Commerce; Silver Bay Association of Personnel Executives. 1990

“Profit or Loss?” Presented for the National Association of Child Care Resource and Referral Agencies (NACCRRA) Regional Conference, Wilmington, DE 1990

“Establishing Community-based Resource and Referral Services.” Presented for the Celebrating the Family Symposium, Pennsylvania State University, State College, PA 1987.

“Balancing Work and Family Life.” Presented for human resources managers and employees at the following companies: IBM, Camp Hill, PA; McCrory's Home Office, York, PA; Sonoco-Graham, York, PA; Susquehanna-Pfaltzgraff, York; Hamilton Bank, York; York Hospital. 1988– 1990

“Administrators' Fiscal Roundtable” School Age Child Care Project of Central Pennsylvania, New Cumberland, PA. 1988

“Child Care Options for Employers.” Workshop for human resources managers as part of the *Child Care Conference*. Penn State University York campus. 1987

“Computerization: Managing the Transition.” Workshop for National Association for the Education of Young Children (NAEYC) Conference. Washington, DC, 1986 and Chicago, 1987.

“Head Start Data Management Sessions”. series of three day workshops presented in Morgantown, WV, Roanoke, VA and Philadelphia, PA 1986-1987

“Assessing Your Managerial Potential.”Workshop for Region 3 Head Start Association Conference, Philadelphia, 1985 and Wilmington, DE 1986.

“Management System for Training and Technical Assistance.” Workshop co- presented for the National Head Start Association 12th Annual Training Conference. San Juan, PR. 1985

“Introduction to Teleconferencing.” Workshop presented by teleconference for the Pennsylvania Head Start Association Fall Training Conference, Harrisburg, PA. 1985

“Tracking System for Handicapped Children Enrolled in Migrant Head Start.” Research in Action Conference at Texas Tech University, Lubbock, TX 1984.

“Cost Analysis for Program Planning.”Workshop presented for the National Head Start Association 10th Annual Training Conference. Dallas, TX. 1983. Also presented as two and three day workshops for Head Start managers in Region 3. 1982- 1983

“Basic Financial Management and Advanced Financial Management.” Two and three day workshops presented for Head Start directors and grantee fiscal personnel in Region 3. 1982.

“Budget Management: Dollars and Sense.” Presented for the National Head Start Association Ninth Annual Training Conference, Detroit MI. 1982.

“Elements of Supervision.” Workshop presented for Head Start supervisors as part of a five day Management Seminar. Pipestem WV and King's Mountain, PA. 1981 – 1982

“Time and Priority Management.” Workshop presented for employees and managers of Fairfax County Head Start, VA; Luzerne Co, PA Head Start; New River Community Action Program, Christiansburg, VA.1982

“Motivating Staff.” Workshop presented for Anne Arundel County Head Start, Annapolis, MD and Danville County, PA. 1982

“Delegation of Responsibility and Authority.” Presented for the West Virginia Head Start State Training Conference, Cedar Lakes, WV. 1982

Panel Member, Representing Peace Corps Volunteers in Community Development. Host Agency Seminar. Jarabacoa, Dominican Republic. 1975.(proceedings in Spanish)

## **SERVICE – COMMUNITY OUTREACH**

Florida Supreme Court Certified Mediator # 25593F. 2011 to present.



Accredited Teacher of T'ai Chi Chih, 2006 to present

Member, Florida Academy of Professional Mediators, 2010 - present

CASA (Court Appointed Special Advocate) of Travis County, Texas. 2005 to 2007.

Member, Texas Association of Mediators, 2005 to 2007

Editorial Board, *Fourth R* published quarterly for Education section members of Association for Conflict Resolution, 2003 -2004

Chairperson and Member, Mediation Services for Conflict Resolution Board of Directors, York, PA, 2001-2003

Member, Association for Conflict Resolution, 1999 to present.

Facilitator, Wellspring Experience, Family Enrichment Center, Archdiocese of Miami, 1998 – 2000

Public Arbitrator, National Association of Securities Dealers (NASD), 1997 to present

Consultant Pool, Juvenile Justice Resource Center, US Dept of Justice, 1998 to present

Panel Member, Head Start State Collaboration Grant Review, 1997. Washington, DC.

Panel Member and Chairperson, Federal ACF Discretionary Grant Reviews for Family Service Centers, Head Start Expansion, Early Head Start. Washington, DC, 1993 to present.

Member, Parent Advisory Council, Lake Shipp Elementary, Winter Haven, FL. 1992 - 1993.

Member, Child Care Consultants, Inc. Board of Directors, York PA 1990 - 1991.

Member, Atkins House Board of Directors, (program for women offenders) York, PA 1989 - 1990.

Member, Returned Peace Corps Volunteers Association 1978- present

Volunteer, Big Brothers – Big Sisters, Lubbock Texas, 1978-1980