



William James, NCRC Mediator & Trainer

William James has been a volunteer mediator with the Mediation Center since 1995, and is a mediator representative to the board of directors. Bill has served on EEO, Workplace, Parent-teen, and Juvenile Court mediation panels for mediation center. He is also a credentialing program evaluator. He has a BA in Business from Christian Heritage College. He retired from the Navy in 1986. His work in the military included human resource resources management, substance abuse counseling, and submarine duty.

PROFESSIONAL MEDIATION EXPERIENCE

- **BOARD MEMBER NCRC:**

Member National Conflict Resolution Center Board of Directors for three years, during that period I participated in the strategic planning and reorganization of the agency.

- **ASSISTANT TRAINER**

Provide dispute resolution training to counselors assigned to military housing agencies in Europe, US, and Japan. As assistant trainer conduct training which include role plays interactive exercises, and presentations on mediation practices.

- **CREDENTIALING EVALUATOR**

Conduct evaluation of the training center's credential candidates and assists in training and coaching student mediators who are assigned as co-mediators in mediation sessions

- **E.E.O.C Mediator:**

Trained as EEO Mediator, and conducted mediations for the San Diego Area Equal Opportunity Commission

- **US POSTAL Service Mediator**

Completed the Postal service training in Transformative Mediation and provided conducted mediations throughout San Diego area.

MEDIATOR TRAINING

Completed over 40 hours of Introductory and Advanced Mediation skills training provided by the San Diego Mediation Center.

OTHER RELEVANT EXPERIENCE AND SKILLS

- **Employee Relations Internship:**

Developed and implemented an employee relations program at UCSD Medical Center. Designed and implemented a system for early intervention in disputes prior to their assignment to the formal grievance process.

- **Human Resource Consultant:**

Provided Organizational Development services Submarine force commander which included training, and feedback from survey guided development processes. .

Leadership:

- **Retired Senior Chief Machinist Mate**

Awarded two Navy Achievement Awards for professional achievement and outstanding performance

- **Skills:**

Trainer, mediator, customer service, experience in computer based presentation applications

EMPLOYMENT: Facilities Engineering at UCSD (Medical Center), San Diego

My responsibilities include responding to customer requests for service, evaluating systems, coordinating the activities of contractors, and supervising the preventive maintenance program.

As union shop steward I interpreted university and union policies and developed communications processes which resulted in a reduction in the number of grievances filed and improved morale among members.

- **Total Quality Management Facilitator** - Facilitated Cost Containment Strategy group that developed \$1.2 million cost reduction proposal for the material handling group.

- **Diversity Planning Team** - Participated in baseline studies, planning development and implementation of the medical center's diversity program.

- **UCSD (campus), San Diego**

- **Central Utility Plant operator, 1986 - 1989**

- Responsible for the maintenance, operation and repair of equipment located in the central utility plant. The plant equipment included centrifugal chillers, Lithium bromide units, and high temperature water generators, air compressors, cooling towers, associated equipment and control systems.

EDUCATION

- **Expect to receive M. A. in Project Management**
From Keller Graduate School of Management November 2005

- **Pepperdine University School of Law**
Graduate Certificate in Dispute Resolution, 2001

- **Christian Heritage College, El Cajon,**
BS, Business Management, 1998
GPA: 3.6, Major GPA: 3.6.

- **City College, San Diego**
Associate, Business Administration, 1996
GPA: 3.65, Major GPA: 3.65. Graduated with honors.

ORGANIZATIONS

- **Board member National Conflict Resolution Center**

- **Past Area Governor, Past President - Toastmasters International, UCSD Medical Center.**
Gained diverse experience in public relations Charter president and member of Top of the Line toastmasters. Held progressively responsible positions within toastmasters that included area governor.

- **Scout Master - Boy Scouts of America, San Diego.** Responsible for planning youth activities, and directing activities of non-profit organization.

- **Instructor/ Assistant Training Officer - Naval Sea Cadet Corps, Developed Sailing Training Program.** Maintain and update records for the advancement of youth participating in the program.