



Lisa Maxwell, MA – Senior Trainer, National Conflict Resolution Center

Lisa Maxwell has been a mediator since 1985 and is currently a Senior Trainer with the National Conflict Resolution Center. She has extensive experience working with large groups, interpersonal disputes and complex issues. She has designed and implemented trainings in Spanish and English locally and internationally. Mrs. Maxwell is the lead trainer in an innovative 3-tiered training for U.S. Military Housing Counselors. She has a Master's Degree from San Diego State University in Post Secondary Educational Leadership. She also teaches at San Diego State University and Thomas Jefferson School of Law.

EDUCATION:

- BS – Education, University of Missouri – 1983
- Master of Arts, San Diego State University – 1996

MEDIATION TRAINING:

- Mediation Certificate, San Diego Mediation Center – 1985
- Mediation Credential from San Diego Mediation Center – 1994
- Advanced Mediation
- Facilitation
- Coaching

WORK EXPERIENCE:

- **Senior Trainer**, National Conflict Resolution Center – 1996-present · Training and supervision of volunteer mediators; developed and implemented a five-day mediation and conflict resolution training; developed and implemented training workshops in customer service and working with colleagues; developed and implemented training workshops in communication and conflict resolution; developing trainings in Spanish on mediation related topics.
- **Adjunct Professor**, Southwestern College, Business Department – 1997-present · Developed two courses on mediation and ADR; teach a mediation course; wrote a mediation, negotiation, and conflict resolution skills manual for Community College Students. Teach courses in Alternative Dispute Resolution, Negotiation, Mediation, Facilitation, and Advanced Mediation
- **Adjunct Professor**, San Diego State University, International Security and Conflict Resolution – 2001-present · Teach courses in Alternative Dispute Resolution, Negotiation, Mediation, Facilitation, and Advanced Mediation
- **Adjunct Professor**, Thomas Jefferson School of Law · Teach courses in Alternative Dispute Resolution, Negotiation, Mediation, Facilitation, and Advanced Mediation

ADDITIONAL QUALIFICATIONS:

- **Trainer**, Partners for Democratic Change

- **Speaker**, 4th *International Conference of the World Mediation Forum “Building Peaceful Co-existence”*. *Mediation and Negotiation in a Conflictual World*. Buenos Aires, Argentina
- **Speaker**, *The Supervisor in Conflict: Facilitator, Coach, or Peacemaker (Mediative Strategies for Managing Workplace Conflict)*; University of California, San Diego Human Resources Employee Relations
- **Speaker**, *Customer Service and Conflict Resolution*; City of San Diego Development Services Department
- **Speaker**, *A Mediative Approach to Managing Workplace Conflict*; Howard Huges Medical Institute Human Resources Department - 2005
- **Trainer**, Kaiser Permanente – 2003 - 40 hour course in healthcare mediation skills
- **Evaluator** of mediator performance at the National Conflict Resolution Center and workplace mediators for the United States Navy.
- Developed and implemented 32 hour basic mediation skills training program meeting SD Superior Court requirements for mediators – 1996-present
- Developed and implemented creative model for military housing coordinators – 2002-present
- Developed and conducted strategic conflict resolution training for middle managers for agencies such as UCSD Human resources Department, City of Carlsbad, and the City of San Diego Planning Department
- Designed and implemented training course for Parent/Teen mediators
- Developed and conducted workshops for cooperative grant for Special Education districts in San Diego
- Developed and conducted Mediation/Advanced Mediation/Large Group Mediation and Conflict Resolution Skills trainings in Mexico and Guatemala
- Developed and conducted conflict resolution skills training for students for the National Committee on US China relations

Languages: English, Spanish, Italian