

CONFIDENTIAL RESUME

JOYCE ODIDISON, MA, PCC

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- An accomplished professional with extensive knowledge and understanding of the divergent social conflict resolution theories and perspectives.
- A certified coach professional coach with the International coach federation
- Ten years plus experience as an instructor in post secondary institutions
- Strong adult learning delivery techniques
- Experienced mediator, negotiator, and facilitator
- Expertise in a variety of interest based and conflict management processes
- Designer and developer of the pre-mediation and conflict progression model
- Pioneered the Interpersonal Wellness Coaching Certificate program
- In-depth knowledge and practical experience in social and interpersonal issues.
- Expertise in program and course development, training and organizational development
- Excellent interpersonal skills complimentary to diverse working environments.
- A focused, well organized, and action oriented, innovative problem solver with excellent communication and consensus building skills
- Ability to work independently and as part of a team

Objectives:

To use my skills and expertise to facilitate interpersonal wellness, and to continue my work with groups and individuals in an educational setting with a focus on the enhancement of social interactions and interpersonal harmony.

Skills:

- Excellent public speaking and negotiation skills
- Exceptional dispute resolution, conflict analysis and case management skills
- Superior coaching, group facilitation and instructing skills
- Early conflict intervention specialist
- Proficiency in Microsoft word, excel, publisher and power point

Education:

2003 - MA. Conflict Analysis and Management, Royal Roads University

1997 - BA. Sociology, University of Winnipeg.

- **BA.** Conflict Resolution Studies, Menno Simons College

Certificate:

Certified Training and Development Professional (CTDP) Institute for Performance and Learning (2016)

Professional Certified Coach (PCC) - International Coach Federation - 2009

Certified Professional Coaching - International Coach Academy - 2008

Basic Fundamentals of Human Resource Management - 1997.

Advanced Mediation Training – 1999 Family Mediation Canada

Fundamentals of Teaching Online – 2006 Red River College

Employment History:

President & CEO - 1997- Present

Interpersonal Wellness Services Inc.

Primary Roles: **Organizational Development Consultant, Dispute Resolution/HR Specialist & Coach**

Responsibilities: Project Management and Program Development, Change Management and System Design Coordination. Facilitate Alternative Dispute Resolution (ADR) processes such as: Conciliation, Mediation, and Negotiation. Workplace Harassment Investigation and program design. Provide needs assessment, Policy Analysis and Facilitating Diversity Competency and Cultural Awareness training. Facilitate Workplace Wellness, and other Organizational Development initiatives. Design and develop the Pre-Mediation, Early Conflict Intervention, and Conflict Progression Models. Develop and facilitate strategic plans, collaborative and consensus building strategy sessions, course/program design and development, and conflict management coaching.

Director of Training – 2008 - Present

Interpersonal Wellness System Coaching Institute

13-875 Gateway Rd

Winnipeg, MB R2K 3L1

Program Director – design curriculum, instruct, coach and mentoring students
Design and develop coach training curriculum and lead instructing team, facilitate coaching courses, provide direction and mentor new coaches, support and mentor coaching instructor team, promote and market coach training program.

Design and develop – coach training certification program consisting of 30 courses.

Instructor – Contract - 2006**University of Winnipeg**

515 Portage Ave

Winnipeg, MB, R3B 2E9 Course: Sociology of the Family

Instructor - Contract 2002 - current**Red River College Continuing Education**

2055 Notre Dame Avenue

Winnipeg, MB. R3H 0J9 Course: Conflict and Communication
Effective Meeting Strategies**Instructor** – Contract 2003 - 2005**Menno Simons College**

210- 520 Portage Ave

Winnipeg, MB, R3C 0G9 Course: Introductory to Conflict Resolution
Course: Conflict Resolution In Education**Instructor** – Contract 2003 - 2005

Room 188D

Continuing Education Complex

University of Manitoba

Winnipeg, MB., R3T 2N2 Course: Conflict Management

Administrative Appointments1999 – 2004 - **Chair-person of the Red River Valley Junior Academy School board.**

Initiatives: Project Management, Strategic and Long Range planning, support, leadership, and direction to the board and administration. Directed the development of school administration policy redesign and implementation; and the institution of structured committees with mandates and procedures.

Community Involvement:

1993 – 1998 Program Facilitation: Winnipeg Child and Family Services (Volunteer)

Program development and group facilitation, interpersonal conflict resolution intervention and awareness, anger and stress management workshops.

Organizational Affiliation:

Former member of Human Resource Management of Manitoba (HRMAM)

Former member Immigrant Women Association Manitoba (IWAM)

Former Vice President Manitoba Society for Training and Development (MSTD)

Winnipeg Regional Health Authority Community Health Advisory Council – River East

Professional Development:

- Negotiation and Mediation skill building (1995) 16 hrs
- Mediation Certificate (1997)
- Arbitration skills training (1999) 10 hrs
- Group Facilitation and presentation training (2000)
- Advanced Mediation in Diversity and Cultural Issues (2001) 12 hrs
- Advanced Mediation in Family dynamics Violence (2001) 12 hrs
- Advanced Negotiation (2002) 10 hrs

Personal Interests:

I have interest in: Social change initiatives, policies, fairness and equity, volunteering reading and cooking.

Sample List of Consulting Contract Work**Province of Manitoba – Senior Training - 2015 – Present**

Relational Leadership Program Trainer for Senior Leaders of Government.

Assiniboine Community College – Harassment Advisor 2005- 2010

Providing harassment consultation, education and intervention to the staff and student population. Annual renewable contract.

Red River College – Respectful College Officer 2004- 2006

Establishing Respectful College environment, through policy and procedural development, harassment investigations, mediation and anti-harassment education for 18,000 plus student population and staff population of 800 plus.

St. Boniface General Hospital – Facilitator

Early Workplace Conflict Intervention – Needs Assessment, course design, development and facilitation.

Canadian Women’s Health Network - Facilitator

Project management: Coordinate program, recruit participants, and facilitate forum on emerging health information needs of refugee, immigrant, and women of color.

Winnipeg Police Service: - Facilitator

Contract: Diversity Conflict Management training and Cultural Awareness, develop and implement information and training to enhance Multicultural and Diversity Awareness and reduce diversity conflicts.

Volunteer Roles

The Coach Initiative Board Member – 2016 - 2019

United Way – Community Investment Committee – 2011 – 2016

New Directions for Children, Youth & Families - Board President - 2009 -2011

Winnipeg Regional Health Authority (WRHA) – Community Advisory Committee – River East/Transcona – 2003 – 2006

Child and Family Services (CFS) – group facilitator – 1996 - 2003

**Manitoba Society for Training and Development – Committee Chair – 1998 –1999
- Vice President – 2000**

Program Design

Interpersonal Wellness System Coach Training Program Design - Manitoba's First Internationally Approved Coach Training Program – The IWCC was approved by the International Coach Federation to offer Executive Coaching, Life Coaching and Leadership Coaching in February 2013.

Interpersonal Wellness Quotient (IWQ) – Developed and designed the IWQ wellness assessment tool to help clients measure and quantify how well they are living their lives.

Interpersonal Wellness Facilitator Training Program – Designed and developed the training program to train facilitators of administering the IWQ instrument. This program was approved for 24 Continuing Education credits by the International Coach Federation in September, 2012.

Pre-Mediation Coaching Model – this program was designed to help parties going into mediation prepare for success, 1999.

Publications

Interpersonal Wellness Quotient (IWQ) Wellness Assessment Instrument: A Time to Explore. August, 2012.

- <https://www.corporatewellnessmagazine.com/article/strategies-address-employee-stress>
- <https://www.canadianliving.com/health/mind-and-spirit/article/how-to-ease-the-stress-in-your-home-this-september> -
- <https://thriveglobal.com/stories/the-importance-of-self-care-for-individuals-and-organizations/>
- <https://www.fastcompany.com/40418593/this-is-the-future-of-corporate-wellness-programs>
- <https://www.worldwidecoachingmagazine.com/interpersonal-wellness-concept/>
- <https://winnipeg.sun.com/opinion/columnists/hals-headlines-is-election-fatigue-setting-in>

Interpersonal Wellness. Ready, Set, Aim. *The Expert Insights Weekly Guide to Personal and Professional Leadership*, 2011.

Solid Gold Connections: Strategies to Increase, Improve and Renegotiate Your Connections. HRMatters, The Publication of the Human Resource Management of Manitoba. Fall 2010, Vol.10/No.2. www.hrmam.org.

Conflict Coaching, using Interpersonal Wellness Coaching as a way to reduce interpersonal Conflicts. Insights Magazine, March 2011, Issue 14

Your Professional Conduct can Improve Interpersonal Wellness. Bridges, A Publication of The Manitoba Childcare Association, Vol. 4 Winter 2010.

Interpersonal Wellness System: Improving Your Interpersonal Intelligence – A Coaching Tool Kit, 2010.

Coaching Diversity Competency, 2009. Blog by Joyce Odidison: <http://interpersonalwellness.wordpress.com/2009/02/23/coaching-diversity-competency/>

Is Diversity Management Part of Interpersonal Wellness, 2009. Blog by Joyce Odidison <http://interpersonalwellness.wordpress.com/2009/02/23/is-diversity-management-part-of-interpersonal-wellness/>

Getting Ready For Mediation: A Pre-Mediation Concept. *A practical Guide to Increase Participant's Success and Effectiveness in Mediation*, (2004). Conflict Resolution Publishing, Winnipeg, MB.

Increasing the Rate of Successful Conflict Resolution and ADR Processes: (2004). *A Pre-Mediation Workbook*. Authored by: Joyce Odidison

Cross –Cultural Conflicts: Respecting Differences When You Don't Agree
Canadian Adventist Messenger. August, 1999. Summer Issue.

Increasing the Success Rate of Mediation Through Pre-Mediation
Institute of Conflict Management Ltd.

<http://www.adradvantage.com/training/premed.htm>

How Can We Assist Clients To Become More Successful at Conflict Resolution?
Mediate.com Newsletter: <http://www.mediate.com/articles/odidisonJ.cfm>