

Betsy BeMiller, LLC / Workplace Resolutions, LLC

Conflict/Dispute Resolution Services & Systems at Work

Betsy BeMiller

consultant / facilitator / trainer / coach / mediator



Empowering into productivity: managers leading, supervisors enhancing performance, and employees working together

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Leadership, Management & Supervision

Personnel Interventions

Ombuds Services

Communication

Consultations

Trainings

Facilitations

Coachings

Mediations

Assessments

Betsy BeMiller

Workplace Resolutions, LLC

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CLIENTS *My background includes more than two decades of work with hundreds of organizations. I have marketed, trained, facilitated, mediated and consulted in quality improvement, leadership, communication, conflict resolution and organizational development and processes.*

Governmental Agencies:	federal, state, regional, city, county, special districts
Educational Institutions:	K-12, Community Colleges, Universities
Non-profit Agencies; Community groups	Small Businesses
Fortune 500 Corporations	Insurance Companies
Judicial Courts; Attorneys-at-Law	Unions & Employer/Employee Associations
Utilities	Hospitals & Health Care
Manufacturers, Mills	Distributors, Wholesalers, Retailers
Printing & Publication	Food Processors, Agriculture

For the State of Washington in particular, I am a competitively selected contractor for:

Trainings:	<i>Crucial Conversations®</i>	<i>Crucial Accountability®</i>
	<i>Influencer®</i>	
	Sexual Harassment: Awareness & Prevention	
	Workplace Discrimination & Harassment: Awareness & Prevention	
	Diversity, Inclusion & Cultural Awareness	
	Interpersonal Conflict Communication & Resolution	
	Violence in the Workplace	Ethics in Public Service
Consultings:	Leadership / Coaching	Team Building
	Performance Measures	Personnel Management
	Organizational Development	Change Management
	Change Management	Strategic Planning
	Core Values Development	Communications
	Resolving Conflict	Conflict Resolution Skill Building
	Facilitation	Retreats

SYSTEMS DESIGNER: *I assist organizations in developing and maintaining a workplace that is positive, safe, respectful, collaborative and productive. I assist in Systems Thinking, Visioning, Process Improvement and Change Management. I assist in developing policy, procedure and practices that promote organizational goals and values.*

COLLABORATIVE CULTURE, ORGANIZATIONAL DEVELOPMENT, CHANGE MANAGEMENT, PROCESS IMPROVEMENT

Creating Collaborative Cultures	Creating safe, respectful, productive workplaces
Re-structuring, Re-engineering	Organizational Assessment & Development
Establishing/Reformulating/Updating:	Mission/goals/objectives/values
Strategic Planning	Systems Thinking
Visioning & Future Focus	Change Management & Transitioning
Process Improvement	Quality Processes
Core/Key Values Development & Implementation	

Empowerment: managers leading, supervisors enhancing performance, employees working together

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PERFORMANCE IMPROVEMENT PERSONNEL PRACTICES	<i>I assist leaders, managers and supervisors improve performance through individual performance plans, overseeing, coaching, etc. I assist with performance appraisal/measurement/feedback. I build skills in delivering and receiving performance feedback, and in confronting performance deficiencies and inappropriate behaviors.</i>
Individual Development Plans Performance Appraisal/Measurement/Feedback Feedback Motivational Interviewing Recognition & Reinforcement Ensuring employee success: Overseeing, Coaching, Training, Facilitating Competency Identification Personnel Intervention Personnel Policy, Procedure & Practice	Aligning individual with organizational goals Delivering/Receiving Conflict Coaching Disability in the workplace (ADA/ADAA) Job Description & Analysis Confronting Inappropriate Behavior Human Resource Management
LEADERSHIP, MANAGERIAL & SUPERVISORY DEVELOPMENT	<i>I assist executives, managers, supervisors and leads set visions, clarify values and establish goals. By refining DIRECTIVE and SUPPORTIVE behaviors, I assist leaders build the skills to develop their teams and staffs into self-reliant achievers. I assist leaders integrate Behavioral and Performance Expectations and to build alignment with personal, team, department and organizational goals. I have been a Resource Trainer for the premiere organization in Leadership Training, The Ken Blanchard Companies, Escondido CA.</i>
Executive Leadership Leadership Development Mentoring Motivational Interviewing Ethics Situational Leadership®II Gung Ho!® (employee commitment) DISCovering Self and Others® (understanding work styles)	Strategic Leadership Decisioning/Decision-making Coaching (one-on-one, group) Conflict Coaching Integrity Situational Self Leadership® Raving Fans® (customer/client satisfaction) High Performing Teams
NON-DISCRIMINATION & NON-HARASSMENT IN EMPLOYMENT & IN THE WORKPLACE	Resolving EEOC Referrals of Grievances & Complaints Resolving cases in Discrimination (Title VII, Title IX) Facilitating issues around diversity, equity & inclusion Mediating parties in formal harassment/discrimination filings Assisting organizations formulate policy, procedure and practice Handling personnel complaints; consulting on investigative procedures Facilitating resolution of informal harassment/discrimination complaints Training staff on workplace law, behavior, communication, perceptions Coaching individuals for alignment with organizational expectations

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FACILITATOR: *I have had great success in increasing workplace, organizational, group and community effectiveness through assisting groups and individuals develop more productive, cohesive and professional relationships. My training and mediating background bring a strong presence to facilitation. I design creative processes that maximize participation with effective utilization of time.*

**COLLABORATION
PRODUCTIVITY,
EFFECTIVE
COMMUNICATION &
UNDERSTANDING**

Productivity: energizing and empowering employees	Developing agreements
Teams: Charter, Development, Communication, Functioning, Leadership, Conflict	
Facilitating Groups	Partnering & Cross-training
Enhancing communication skills	Assessing perceptions
Appreciating, valuing diversity	Understanding others
Non-Harassment & Non-Discrimination	Internal-and-External Customer Service
Organizational Change Management & Processes	Diversity, Equity & Inclusion

**MEDIATOR,
NEGOTIATOR:
CONFLICT
MANAGEMENT
SYSTEMS
LABOR
RELATIONS**

I assist organizations in designing conflict management systems that support the early resolution of problems within organizations as well as problems with clients, customers and partners.

My strong sense of neutrality and my command of processes empower disputants to create workable, acceptable solutions in my mediations and negotiations. I strive to ensure parties' satisfaction with the process as well as the outcome. I effectively clarify issues and needs, identify common ground, and lead parties to increased understanding of each other's issues. My patience, perseverance and optimism have contributed to my high-resolution rate in a wide variety of cases.

Risk Management	Workplace Liability
Mediation Services within organizations	Cost Savings from Early Resolution
Alternative Conflict/Dispute Resolution (ADR) non-Harassment & non-Discrimination	
Collective Bargaining	Interest-based Negotiation
Labor Relations	Employment Law & Case Law
EEOC Referrals	Discrimination (Title VII, Title IX)
Resolving Grievances & Complaints	Investigations
Employment Disputes & Dispute Prevention	Dealing with Difficult People
Facilitating Dialogue	Group Dialogue
Conducting Difficult Conversations	<i>Crucial Conversations®</i>
<i>Difficult Conversations</i> (Harvard Negotiation Project)	<i>Fierce Conversations</i> (Susan Scott)

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**TRAINER,
EDUCATOR**

*Key objectives in the trainings and courses I deliver are to effect long-term learning and to provide a positive learning experience for the participants. My delivery is **highly facilitative and holistic, creating an interactive, dynamic, positively charged learning environment**. In trainings and courses, I build skills through the delivery of curriculum, case studies, explorations of individual and group interests, assessments of current beliefs, demonstrations and coaching. I am a certified for **VitalSmarts™ Crucial Conversations®**, **Crucial Accountability®**, and **Influencer®**.*

I have designed, developed and now deliver these training as live, virtual, online trainings (upon the robust **Adobe Connect** platform).

Discrimination, (Sexual) Harassment for both staff and leaders

Diversity, Inclusion & Equity

Facilitation & Mediation Skills: Basic, Advanced, Workplace Applications

Leadership, Management, Supervision Development

Emotional Intelligence

Ethics & Integrity

Developing Commitment

Performance Coaching & Development

Influencer®

Giving Feedback; Receiving Feedback

Crucial Conversations®

Crucial Accountability®

Fierce Conversations®

Difficult Conversations®

Coaching, Mentoring & Shadowing

Establishing Expectations

Performance Management

Performance Development Process

Conflict Resolution Skills for Staff & Leaders

Conflict Management

Assertive and Effective Communication

Diversity, Inclusion & Cultural Awareness

Disabilities & the ADA/ADAA

**TRAINING,
BACKGROUND,
CONTINUING
EDUCATION**

Crucial Influence: Leadership Skills to Create Lasting Behavior Change

(2023, Webinar, Crucial Learning)

Employment Law 2023: Legal Developments, Cutting-Edge Issues, and Workplace Trends

(2023, Webinar, Equal Employment Opportunity Commission)

Meet the New Crucial Conversations (2021, Webinar, VitalSmarts)

Goodbye Flash, Hello HTML (2021, Webinar, Adobe Connect)

A Path to Peace in 2021: Six Skills to Restore Civility (2020, Webinar, VitalSmarts)

Racism Pandemic Facing our Nation (2020, Town Hall/Webinar, American Psychological Association)

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TRAINING, BACKGROUND, CONTINUING EDUCATION	<p>(continuing from previous page)</p> <p><i>Bystander Intervention Training</i> (2020, Hollaback!, www.ihollaback.org/)</p> <p><i>Breaking Down Blended Learning: Tips for Training in a Virtual World</i> (2020, VitalSmarts™, Salt Lake City UT)</p> <p><i>Shifting to Blended Online Learning</i> (2020, Live Webcast, LinkedIn Learning)</p> <p>Certification as Live, Virtual Trainer (2020, VitalSmarts™, Salt Lake City UT)</p> <p><i>Beyond Inclusion, Beyond Empowerment: A Training for Mediators/Facilitators</i> (2019, City of Seattle Alternative Dispute Resolution Program, Seattle WA)</p> <p><i>Influencer</i>® (Train-the-Trainer Reinforcement, 2018, WA State Department of Enterprise Services, Olympia WA)</p> <p>A Conversation with WA State Attorney General (2018, Greater Federal Way Chamber of Commerce, Federal Way WA)</p> <p><i>Influencer</i>® (Training and Train-the-Trainer, 2017, VitalSmarts™, Salt Lake City UT)</p> <p><i>Crucial Accountability</i>® (Training and Train-the-Trainer, 2016, VitalSmarts™, Portland OR)</p> <p><i>Diversity Training Forum</i> (2015, WA State Department of Enterprise Services, Olympia WA)</p> <p><i>Anti Racism for Mediators</i> (2015, Alternative Dispute Resolution Program (ADR), City of Seattle WA)</p> <p><i>Race: The Power of an Illusion</i> (2015, Alternative Dispute Resolution Program (ADR), City of Seattle WA)</p> <p><i>The Art of Collaborative Negotiation</i> (2015 Negotiation Nuts & Bolts Conference, King County Office of Alternative Dispute Resolution)</p> <p><i>The Essentials of Human Resources and the Law</i> (2014, Fred Pryor Seminars: Career Track, Tacoma WA)</p> <p>Restorative Justice (Victim-Offender) Mediation In-service (2014, InterLocal Conflict Resolution Group, King County WA)</p> <p><i>Transforming Difficult Conversations</i> (2014, Dispute Resolution Center of King County, Seattle WA)</p> <p>ADR Consortium(2014, 13th Annual Training Conference, Seattle Federal Executive Board, Seattle WA)</p> <p>Negotiation Nuts & Bolts (2014, 7th Annual Conference, King County Office of Alternative Dispute Resolution)</p> <p>(continued)</p>
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ADR Conference (2006 Annual Northwest; presenter/participant, Univ. of Washington, Seattle WA)

ADR Consortium (2006, 5th Annual Training Conference; invited presenter/participant, Seattle
Federal Executive Board, Seattle WA)*Mastering Emotional Intelligence: Gain the Edge in Work and Life* (2005, Harvard Business
School Club of Puget Sound, Seattle WA)

ADR Conference (2005, Annual Northwest; presenter/participant, Univ. of Washington, Seattle WA)

ADR Conference (2004 Annual Northwest; presenter/participant, Univ. of Washington, Seattle WA)

Crucial Conversations® Training (2003, VitalSmarts™, Chicago, IL)*Crucial Conversations® Train-the-Trainer* (2003, VitalSmarts™, Chicago, IL)*Performance Coaching Seminar: Achieving Accountability AND Maintaining
Relationships* (2003, VitalSmarts™, Chicago, IL)

ADR Conference (2003, Annual Northwest; presenter/participant, Univ. of Washington, Seattle WA)

Workplace Conflict Resolution Training (2003, Dispute Resolution Center of King County, Seattle
WA)Settlement Conference Mediation Training (2003, presenter/participant, Pierce County Center for
Dispute Resolution WA)

Mediation HeartWork Retreat (2002, North American Institute for Conflict Resolution, Banff, AL)

Mediation-Arbitration Training (2002, Inter-Local Conflict Resolution Group, Seattle WA)

American Bar Association 2002 ADR Conference (presenter/participant, Seattle WA)

Partnering Symposium (2001, 6th Annual International, Univ. of Washington, Seattle WA)

Gung Ho!® Trainer Training (2001, The Ken Blanchard Companies (international))

Managing Human Resources Training (2001, Northern California Courts)

DISCovering Self & Others® Trainer Training (2001, The Ken Blanchard Companies)

ADR Conference (2001, Annual Northwest; presenter/participant, Univ. of Washington, Seattle WA)

Geriatric Care Managers Conference (2001, Western Region; presenter, Seattle WA)

Resource Trainer Training 2000, The Ken Blanchard Companies, Seattle WA)

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ADR Conference (2000, Annual Northwest; presenter/participant, Univ. of Washington, Seattle WA)

International Association of Public Participation (1999, 9th Annual Conference, Banff CAN)

Partnering Symposium (1999, 4th Annual International, Univ. of Washington, Seattle WA)

Labor Relations Institute (1999, Local Government Personnel Institute, Yakima WA)

ADR Conference (1999, Annual Northwest, Univ. of Washington, Seattle WA)

Organizational Conflict Management Conference (1999, SPIDR, Miami, FL)

Victim-Offender Mediator Training (1998, Mediation Center of the North Valley, Chico CA)

Situational Leadership® II Trainer Training (1998, Blanchard Training/Development, Escondido CA)

Situational Self Leadership® Trainer Training (1998, Blanchard Training/Development, Escondido)

Raving Fans® Trainer Training (1997, Blanchard Training/Development, Escondido CA)

Chamber of Commerce (1997-98; Board, Task Force, Trainer, Conducted Annual Planning Conf.)

Advanced Mediator Skills Training (1996, Institute of Conflict Management, Portland, OR)

Personal Injury Mediation Training (1996, Mediation Center of the North Valley, Chico CA)

Family Law for Mediators Seminar (1996, San Francisco CA)

Advanced Training in Commercial Mediation (1995, Mediation Center of the North Valley)

Advanced Mediation and Trainers Training (1994, Mediation Center of the North Valley)

Certification in Collaborative Negotiation & Mediation (1994, C R/N Institute, Tacoma)

Collaborative Negotiation/Mediation (1993, Conflict Resolution/Negotiation Institute, Tacoma)

Mediation Training (1992, Mediation Center of the North Valley)

Conflict Resolution Training (1992, Sacramento Mediation Center)

Business Negotiation Seminar (1991, Scott Paper Company)

International Negotiation Seminar (1987, International Negotiating Institute)

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VIRTUAL /	Advanced Quality Circle Facilitator Training (1986, Quality Circle Institute)
BLENDED /	Statistical Process Control Training (1985, Quality Circle Institute)
TRAININGS	Quality Improvement Training (1984, Quality Circle Institute)
<u>FOR THE</u>	<i>Crucial Conversations®: How to Talk When Stakes are High</i> , VitalSmarts™, Provo UT
<u>WORKPLACE</u>	<i>Crucial Accountability®: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior</i> , VitalSmarts™, Provo UT
DELIVERED	Both a 2-day full course,
<u>LIVE, ONLINE</u>	and a 1-day successor for <i>Crucial Conversations®</i> graduates
	<i>Influencer®</i> , VitalSmarts™, Provo UT
	<i>Diversity, Equity & Inclusion Sexual Harassment in the Workplace: Awareness & Prevention</i>
	<i>Managing Leaders' Responsibilities: Prevention of Workplace Discrimination & Harassment</i>
	<i>Violence in the Workplace: Awareness & Prevention</i>

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STANDARD	<i>Crucial Conversations®: How to Talk When Stakes are High, VitalSmarts™, Provo UT</i>
TRAINING	<i>Crucial Accountability®: Tools for Resolving Violated Expectations, Broken</i>
DELIVERIES	<i>Commitments, and Bad Behavior, VitalSmarts™, Provo UT</i>
TAILORED	Both a 2-day full course,
TO CLIENTS	and a 1-day successor for <i>Crucial Conversations®</i> graduates
	<i>Influencer®, VitalSmarts™, Provo UT</i>
	<i>Sexual Harassment in the Workplace: Awareness & Prevention</i>
	<i>Managing Leaders' Responsibilities: Prevention of Workplace</i>
	<i>Discrimination & Harassment</i>
	<i>Violence in the Workplace: Awareness & Prevention</i>
	<i>Situational Leadership®II, The Ken Blanchard Companies, Escondido CA</i>
	<i>Interpersonal Conflict Management</i>
	<i>Resolving Interpersonal and Organizational Conflict</i>
	<i>Interpersonal Communication Skills</i>
	<i>Understanding Discrimination, Harassment, Violence & Intimidation in the Workplace</i>
	<i>Mediation: Basic, Advanced, Workplace Applications</i>
	<i>Facilitation Skills: Beginning & Advanced</i>
	<i>Negotiation Skills</i>
	<i>Ethics in Public Service & Use of Public Resources</i>

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WORKSHOPS & EXTENDED TRAININGS DEVELOPED & DELIVERED	<p><i>Advancing Core Competencies in Quality Improvement</i>, 2019, UW Harborview Medical Center, Seattle WA</p> <p><i>Conflict Management for Human Resource Professionals</i>, 2017, Dispute Resolution Center of King County, Seattle WA</p> <p><i>Leadership Skills for Holding Challenging Conversations</i>, 2017 Professional Development & Enrichment Conference, University of Puget Sound, Tacoma WA</p> <p><i>Overview of Crucial Conversations®</i>, 2017 Professional Development & Enrichment Conference, University of Puget Sound, Tacoma WA</p> <p><i>Group Effectiveness</i>, 2017, King Conservation District, Renton WA</p> <p><i>Developing Our Team</i>, 2017, Association of Washington Cities, Olympia WA</p> <p><i>Furthering Trust in Ourselves & Others</i>, Workshop on Trust in the Workplace, 2016 Association of Washington Cities, Olympia WA</p> <p><i>Investigation Recovery: Workshop for Administrative Professionals</i>, 2016, WA State Department of Ecology, Lacey <i>Holding a Successful Crucial Conversation® – with Your Boss!</i>, 2016 Office Professional Workshop, WA State Department of Ecology, Lacey WA</p> <p><i>Crucial Conversations® Reinforcement & Coaching</i>, 2016 Office Professional Workshop, WA State Department of Ecology, Lacey WA</p> <p><i>Building Collaborative Environments, Working Relationships & Open Communications</i> 2016 Leadership Summit, County of Cowlitz WA</p> <p><i>Supervising Tams Away from the Office (on Work-Related Activity)</i>, 2016, WA State of Financial Institutions, Olympia WA</p> <p><i>Developing Organizational Culture</i>, 2015, Association of Washington Cities, Olympia WA</p> <p><i>Delivering & Receiving Constructive Feedback</i> (applying Douglas Stone & Sheila Heen's (2014) <u>Thanks for the Feedback: The Science and Art of Receiving Feedback Well</u>, New York: Viking), 2014, WA State Joint Legislative Audit and Review Committee, Olympia WA</p> <p><i>Using Caucus: Mediation In-service</i>, 2014 – current, Dispute Resolution Center of King County, Seattle WA</p>
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WORKSHOPS & EXTENDED TRAININGS DEVELOPED & DELIVERED	(continuing from previous page) <i>Helping Others Explore Their Reality</i> (applying Susan Scott's (2004) <u>Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time</u> , New York: Berkley Books), 2014, Seattle Federal Executive Board, Alternative Dispute Resolution Program Training Day, Seattle WA <i>Conflict Behavior Coaching</i> , 2013, Seattle Federal Executive Board, Alternative Dispute Resolution Program Training Day, Seattle WA <i>Motivational Interviewing</i> , 2013, Joint Legislative Audit Review Committee, Olympia WA <i>Living Our Core Values</i> , 2012,, Association of Washington Cities, Olympia WA <i>Enhancing Communication Under Stress</i> , Workshop on Trust in the Workplace, 2011, Association of Washington Cities, Olympia WA <i>Creating Respect, Support & Safety in Our Workplace: Skills & Strategies for Communicating & Collaborating</i> , 2010, Evers Veterinary Clinic, Chico CA <i>Collaboratively Developing a Process for Making Changes in Work-flow Procedures</i> , 2009, Supervisors Development Retreat, District Courts, County of Pierce WA <i>Fairness, Objectivity, Support & Professionalism through Performance Accountability</i> , 2009, State Liquor Control Board Finance Department, Olympia WA <i>Supervisor's Journal to Successful Leadership: Workshop on Implementing or Refining the Use of a Supervisor's Journal</i> , 2008 Leadership Excellence Conference, Tacoma WA <i>Diagnosing Performance-based Behavior: How leadership-focus can increase the number of high performers who are aligned with organizational values and behavioral standards</i> , 2008, Leadership Excellence Conference, Tacoma WA <i>Crucial Conversations®: How to Talk When Stakes are High—A Refresher</i> , 2008, Tacoma Power's Energy Services, Tacoma WA <i>Building a Strong Future through Strengthening Trust</i> , 2008, Management Development Retreat, District Court, County of Pierce WA <i>Team Development</i> , 2008, Arts & Community Development, Department of Community Services, County of Pierce WA
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WORKSHOPS &	(continuing from previous page)
EXTENDED	
TRAININGS	
DEVELOPED &	<i>Introduction to Crucial Conversations®: Tools for Talking When the Stakes Are High,</i> National Association of Presidential Assistants in Higher Education Annual (2006) Meeting
DELIVERED	<i>Workplace Group Conflict Intervention,</i> Seattle Federal Executive Board ADR Consortium Annual (2006) Training Conference
	<i>Navigating through Highly Charged Conversations: Overview of Crucial Conversations®—</i> <i>How to Talk When Stakes are High,</i> Shared Neutrals Annual (2004) Fall Training
	<i>Group Conflict Intervention,</i> Shared Neutrals Annual (2004) Fall Training - 2-day workshop
	<i>Collaboratively Handling Difficult People & Challenging Situations: Strategies, Tools &</i> <i>Skills,</i> 2004, WA CTED Housing Improvements & Preservation
	<i>You & Your Professional Development,</i> 2004, WA CTED Community Services
	<i>Constructive Criticism: Providing Feedback that is Effective...and Received,</i> 2004 Supervisors' Conference Leadership Triathlon
	<i>Group Facilitation,</i> 2003, Pierce County Center for Dispute Resolution - with Pete Donor
	<i>How to Create Learning Moments,</i> 2003, WA State Community, Trade & Economic Development
	<i>Team Approach: Focusing & Building Skills,</i> HUD - Anchorage Field Office (2003)
	<i>Mediating Workplace Disputes: Developing Skill through Practice,</i> 2003, Pierce County Center for Dispute Resolution
	<i>Mediating in the Workplace: Practical Applications,</i> 2003, Pierce County Center for Dispute Resolution
	<i>Applying Conflict Resolution within Organizations,</i> 2003 & 2000, Pierce County Center for Dispute Resolution
	<i>Sharpening your Listening, Collaboration & Negotiation Skills,</i> 2003 Pierce County Center for Dispute Resolution - with Bob Gorsuch
	(continued)

Empowerment: managers leading, supervisors enhancing performance, employees working together

Betsy BeMiller

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**INVITED &/OR
COMPETITIVELY
JUDGED
PAPERS
PRESENTED**

Supporting Individual Transformation through Conflict Coaching, 2016 Dispute Resolution Conference (22nd Annual Northwest)

Helping Others Explore Their Realities through Conflict Coaching, 8th Annual (2015) Negotiation Nuts & Bolts Conference, King County Office of Alternative Dispute Resolution

When Communicating with Others Becomes Difficult, 2015 Washington Affordable Housing Management Convention

Helping Others Explore Their Reality, Seattle Federal Executive Board's 13th Annual (2014) Northwest Alternative Dispute Resolution Conference

Transforming Difficult Conversations (with Patti Kieval), 7th Annual (2014) Negotiation Nuts & Bolts Conference, King County Office of Alternative Dispute Resolution

Conflict Behavior Coaching, Seattle Federal Executive Board's 12th Annual (2013) Northwest Alternative Dispute Resolution Conference

Healthy Strategies for Working with High Conflict People, 2012 CUPA-HR Conference, Washington State Chapter, College & University Professional Association for Human Resources

Strengthening Interpersonal & Conflict Resolution Skills for Elected Officials, 2012 Annual Conference, Washington Association of Cities

Coaching Toward Self-Determination, 2011 Dispute Resolution Conference (18th Annual Northwest)

Crucial Conversations® Overview: How to Talk When Stakes are High, 3rd Annual (2010) Negotiation Nuts & Bolts Conference, King County Office of Alternative Dispute Resolution

Name That Resolution Deadlock: Specific Deadlock Identifiers & Intervention Strategies, 17th Annual (2010) Northwest Alternative Dispute Resolution Conference; and Seattle Federal Executive Board's 9th Annual (2010) Northwest Alternative Dispute Resolution Conference

"Victim" Meets "Villain" in Mediation: Power Balancing through Inner Exploration, 16th Annual (2009) Northwest Alternative Dispute Resolution Conference

(continued)

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INVITED &/OR COMPETITIVELY JUDGED PAPERS PRESENTED	(continuing from previous page)
	<i>Maintaining Impartiality through Introspection</i> , 13 th Annual (2006) Northwest Alternative Dispute Resolution Conference
	<i>Workplace Group Conflict Intervention: Case Study, Land Mines & Clean-up</i> , 12 th Annual (2005) Northwest Alternative Dispute Resolution Conference
	<i>Designing Group Intervention Utilizing the 8-Stage Mediation Model</i> , 11 th Annual (2004) Northwest Alternative Dispute Resolution Conference
	<i>Gaining Insights into Performance Issues and Interests from Workplace and Employment Mediations</i> , 10 th Annual (2003) Northwest Alternative Dispute Resolution Conference
	<i>Mandatory Mediation/Arbitration in Employment Agreements—Implementation and Perspectives from Practitioners and the EEOC</i> , American Bar Association 4 th Annual (2002) Conference, Section of Alternative Dispute Resolution
	<i>Needs-based creative Resolution for EEO Complaints</i> , 10 th Annual (2001) Northwest Alternative Dispute Resolution Conference
	<i>Workplace Discrimination: Providing Multiple Entry Points for Resolutions</i> , 9 th Annual (2002) Northwest Alternative Dispute Resolution Conference

COMPETITIVELY SELECTED POOLS, INVITED PANELS & PROFESSIONAL MEMBERSHIPS	State of Washington Trainer
	State of Washington Organizational Consulting Coach, Consultant, Facilitator, Mediator, State of Washington
	State of Washington Performance Management Coach, Consultant, Facilitator, Mediator, State of Washington
	University of Washington Consulting Alliance (Organizational Development) Coach, Consultant, Facilitator; Mediator, Seattle WA
	King County Organizational Development Coach, Consultant, Facilitator; Mediator, Seattle WA
	Dispute Resolution Center of King County Mediator, Trainer, Consultant, Facilitator; Seattle WA
	Inter-Local Conflict Resolution Group ILCRG, King County ADR Program Mediator; Seattle WA
	Equal Employment Opportunity Commission Mediator; Seattle WA
	The World Bank Mediator, Washington, DC
	Association of Conflict Resolution (formerly Society for Professionals in Dispute Resolution, SPIDR) conferences, institutes, newsletters

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**CERTIFICATES &
AWARDS****Collaborative Negotiation & Mediation Certification**

Conflict Resolution, Research & Resource Institute

Active, Certified Mediator

Dispute Resolution Center of King County

Active, Certified Mediator

Inter-Local Conflict Resolution Group (ILCRG)

The “Coach & Trainer” Award

Pierce County Center for Dispute Resolution

Certificate of Merit

Mediation Center of the North Valley

Certificate of Recognition

Butte County Leadership for Learning

Award of Merit

Quality Circles Leader Training

Peacemaker of the Year 1998

Butte County Community Award

Professional Associate Awards

'89, '93, '94 - UniSource Corporation

Salesperson of the Year Award

'90 - UniSource Corporation

Masters Awards

'91, '92 - UniSource Corporation

**LICENSES &
REGISTRATIONS**Government Vendors (<http://www.government-vendor.us/>)

Central Contractor Registration (U.S. Department of Defense)

Dun & Bradstreet (D-U-N-S #13-389-9158)

Women's Business Enterprise (State of Washington; #W2F2317314)

Disadvantaged Business Enterprise (U.S. Department of Transportation)

City of Tacoma, Washington (#T97889)

State of Washington (UBI #602 431 043)

Limited Liability Company (Washington State)

Education

Baccalaureate and Post-BaccalaureateColleges/Universitiesyearsstudy/degrees

Northeastern Illinois University (as Elizabeth Faris)

'68-'69

music

Marshalltown Community College (as Elizabeth Wischler)

'79-'81

AA

University of Northern Iowa (as Elizabeth Wischler)

'81

business

University of Iowa (as Elizabeth Wischler)

'81-'83

BBA: business admin.

during which I accomplished the Core Curriculum for the Master's Degree in Labor Relations

Calif. State Univ., Chico (as Elizabeth Caughron)

'82, '95

Journalism, Diversity

Master's Degree Equivalents/Supercedents (see below)*Empowerment: managers leading, supervisors enhancing performance, employees working together*

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ACADEMIA *Highline Community College*

Instructor in “Conflict Resolution & Mediation,” “Building Trust,” “Facilitating Groups & Meetings,” “Leadership,” “Teams,” “Communication” and “Assertive Communication” for its Leadership Certificate Program

Butte Community College

Instructor in “Americans With Disabilities Act (ADA)” for Law Enforcement Peace Officers Standards and Training

Master’s Degree Equivalents/Supercedents

Because the University of Iowa had no undergraduate courses (at that time) in my emphasis of *Labor Relations and Human Resources Management*, I took graduate-level courses to complete my degree. Below is listed some of my subsequent education:

<u>Trainings/Courses</u>	<u>hours</u>	<u>Semester equiv.</u>
<i>Total post-baccalaureate equivalent semester units</i>	944.0	62.92
<i>Crucial Influence: Leadership Skills to Create Lasting Behavior Change</i> 2023, Webinar, Crucial Learning	1	0.05
<i>Employment Law 2023: Legal Developments, Cutting-Edge Issues, and Workplace Trends</i> 2023 Webinar, Equal Employment Opportunity Commission	6	0.40

(continued)

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Master's Degree Equivalents/Supercedents - continuing

<u>Trainings/Courses</u>	<u>hours</u>	<u>Semester equiv.</u>
(continuing from previous page)		
<i>Goodbye Flash, Hello HTML</i> 2021, Webinar, Adobe Connect	1	0.05
<i>Meet the New Conversations</i> 2020, Webinar, VitalSmarts	1	0.05
<i>A Path to Peace in 2021: Six Skills to Restore Civility</i> 2020, Webinar, VitalSmarts	1	0.05
<i>Racism Pandemic Facing our Nation</i> 2020, Town Hall/Webinar, American Psychological Association	2	0.1
<i>Bystander Intervention Training</i> 2020, Hollaback!, www.ihollaback.org/)	2	0.1
<i>Shifting to Blended Online Learning</i> 2020, Live Webcast, LinkedIn Learning	1	0.1
Certification as Live, Virtual Trainer 2020, VitalSmarts™, Salt Lake City UT	20	1.3
<i>WA Diversity, Equity and Inclusion Summit 2020</i> 2020, Washington State Diversity, Equity and Inclusion Council, Tacoma WA	16	1.0
<i>Beyond Inclusion, Beyond Empowerment: A Training for Mediators/Facilitators®</i> 2019, City of Seattle Alternative Dispute Resolution Program, Seattle WA	16	1.0
<i>Influencer®</i> 2018, Train-the-Trainer Reinforcement, WA State Department of Enterprise Services, Olympia WA)	16	1.0
<i>Influencer®</i> 2017, VitalSmarts™'s Training and Train-the-Trainer, Salt Lake City UT	16	1.0
<i>Diversity Training Forum</i> (2016, WA State Department of Enterprise Services, Olympia WA)	3	0.2

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Master's Degree Equivalents/Supercedents - continuing

<u>Trainings/Courses</u>	<u>hours</u>	<u>Semester equiv.</u>
(continuing from previous page)		
<i>Anti Racism for Mediators</i> 2016, Alternative Dispute Resolution Program (ADR), City of Seattle WA)	16	1.0
<i>Race: The Power of an Illusion</i> (2016, Alternative Dispute Resolution Program (ADR), City of Seattle WA)	8	0.5
<i>Crucial Accountability</i> ® 2016, VitalSmarts™'s Training and Train-the-Trainer, Portland OR	16	1.0
<i>The Art of Collaborative Negotiation</i> (2015 8 th Annual Negotiation Nuts & Bolts Conference, King County Office of Alternative Dispute Resolution, Seattle WA)	8	0.5
<i>The Essentials of Human Resources and the Law</i> (2014 Fred Pryor Seminars: Career Track, Tacoma WA)	6	0.4
Restorative Justice (Victim-Offender) Mediation In-service (2014 InterLocal Conflict Resolution Group, King County WA)	3	0.2
<i>Building a Healthy Organization - One Negotiation at a Time</i> (2014 7 th Annual Negotiation Nuts & Bolts Conference, King County Office of Alternative Dispute Resolution, Seattle WA)	7	0.4
<i>Transforming Difficult Conversations</i> (2014, Dispute Resolution Center of King County, Seattle WA)	3	0.2
<i>13th Annual ADR Consortium Training</i> (2014 Seattle Federal Executive Board, Seattle WA)	7	0.4
<i>Best Practices in Conflict Resolution</i> (2014 InterLocal Conflict Resolution Group, King County WA)	7	0.4
Advanced Mediation Training: <i>When Stories Clash: Practicing Narrative Mediation</i> (2013 Antioch Univ. Continuing Education)	7	0.4
CUPA-HR Conference (2012; presenter and participant; Washington State Chapter, College & University Professional Association for Human Resources	3	0.2

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Master's Degree Equivalents/Supercedents - continuing

<u>Trainings/Courses</u>	<u>hours</u>	<u>Semester equiv.</u>
(continuing from previous page)		
AWC Annual Conference (2012; presenter and participant; Association of Washington Cities; Vancouver WA)	4.5	0.3
<i>Crucial Conversations®: Advanced Trainer Conference</i> (2011, VitalSmarts™, Park City UT)	8	0.5
<i>Influencer®: Trainer Seminar</i> (2011, VitalSmarts™, Park City UT)	6	0.4
<i>Breaking Impasse: Straightforward Strategies for Mediators and Advocates</i> (2010, Dispute Resolution Center of King County, Seattle WA)	8	0.5
<i>9th Annual ADR Consortium Training</i> (2010 Seattle Federal Exec. Board, Seattle WA)	8	0.5
<i>Interest Identification</i> (2009 workshop, InterLocal Conflict Resolution Group, King County WA)	3	0.2
<i>Mirrors of Privilege: Making Whiteness Visible & the SEED Project: Seeking Educational Equity & Diversity</i> (2007 workshop in The Diversity Series, The Bush School: Experience Education)	4	0.25
<i>A Place at the Table</i> , 2007 Seattle Federal Executive Board	15	1.0
<i>Transformational Conflict Coaching</i> , Mediation Training Programs	6	0.4
<i>You're Fired: The Apprentice Meets Retaliation</i> , Employment Law & Legislative Conference	4	0.25
<i>Differences between Washington & Federal Law</i> Employment Law & Legislative Conference	4	0.2
<i>The Crossroads of Conflict</i> , Antioch University Continuing Ed	8	0.5
<i>Mediation-Arbitration Training II</i>	8	0.5
<i>Crucial Conversations®</i>	16	1.1
<i>Crucial Conversations®</i> Train-the-Trainer	8	0.5
(continued)		

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Master's Degree Equivalents/Supercedents - continuing

Trainings/Courses

hours

Semester equiv.

(continuing from previous page)

<i>Performance Coaching Seminar: Achieving Accountability AND Maintaining Relationships</i>	6	0.4
<i>Mediation HeartWork</i>	20	1.3
<i>Mediation-Arbitration Training</i>	8	0.5
<i>Resource Partner Training</i>	23	1.5
<i>Victim-Offender Mediation Training</i>	20	1.3
<i>Gung Ho!® Training and Training-for-Trainers</i>	20	1.3
<i>Advanced Mediator Skills</i>	16	1.1
<i>Situational Leadership®II Training and Training-for-Trainers</i>	68	4.5
<i>Situational Self Leadership Training and Training-for-Trainers</i>	44	2.9
<i>Raving Fans Training and Training-for-Trainers</i>	40	2.7
<i>Personal Injury Mediation Training</i>	16	1.1
<i>Family Law for Mediators Seminar</i>	4	0.3
<i>Advanced Training in Commercial Mediation</i>	8	0.5
<i>Advanced Mediation and Trainers Training</i>	24	1.6
<i>Collaborative Negotiation and Mediation</i>	40	2.7
<i>Mediation Training</i>	36	2.4
<i>Conflict Resolution Training</i>	36	2.4
<i>Gender Issues</i>	45	3.0
<i>Professional Writing</i>	45	3.0
<i>Business Negotiation Seminar</i>	8	0.5
<i>International Negotiation Seminar</i>	16	1.1
<i>Advanced Quality Circle Facilitator Training</i>	32	2.1
<i>Statistical Process Control Training</i>	24	1.6
<i>Quality Improvement Training</i>	40	2.7

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PRIOR EMPLOYMENT & ASSOCIATIONS

1984–	Consultant, Facilitator, Mediator, Trainer, Coach, Problem-solver in: Dispute Resolution, Dispute Resolution Systems, Employment, Labor Relations, Leadership, Communication, Collaboration, Workplace Culture, Productivity, Personnel
1994–	Principal in my own business: <i>Workplace Resolutions, LLC</i> (formerly <i>Workplace Resolutions & Dispute Resolution Systems</i> , and before that, <i>Communication & Conflict Consulting</i>)
2003–	Associate for VitalSmarts™, Crucial Conversations (Provo, UT)
2002–	Business Partner (Trainer, State of Washington)
2001–	Organizational Development Services (Trainer, Facilitator, Consultant, State of Washington)
2000-2006	Resource Trainer for The Ken Blanchard Companies (Escondido CA)
1995–97	Associate, Bertain & Associates, Consulting (Employment Discrimination; Chico CA)
1987–94	Workplace Practices, Solutions & Sales, UniSource Corporation (West Sacramento CA): Professional Associate Awards ('89, '93, '94), Masters Awards ('91, '92))
1984–87	Quality Circle Institute International, (Asst. Vice President, Facilitator, Trainer; Red Bluff CA)

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