

Resume

Vanessa Gray

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Mediation and Instructional Experience

February 2004-present

Conflict Resolution Coach; Centre for Conflict Resolution, University of Calgary & the Justice Institute of British Columbia

As a member of the Instructional team I provide collaborative conflict resolution instruction, guidance, demonstration, and feedback to adult learners focused on mediation and negotiation skills development. As a coach I provide various learners with immediate and supportive feedback during classroom instruction and role-play practice. All members of the instructional team of the Conflict Resolution program are required to have significant knowledge of collaborative conflict resolution processes and must be an active practitioner in the field.

April 2009-September 2010

Consultant, the Neutral Zone Coaching and Consulting Group Inc., Vancouver, B.C.

As an associate for the Neutral Zone, I provided mediation, facilitation, and instructional services for:

- **Families:** Mediation issues have included family member conflicts that have manifested into the use of physical force, dysfunctional communication, substance abuse, exclusion of family members, and other various problems related to breakdowns in the family relationship.
- **Public and Private Schools:** Mediation issues have included parent/teacher conflicts, staff member conflict, and school-based student offences such as assault, vandalism, theft, cyber-bullying, sexual and verbal harassment.
- **Public and private sector organizations:** Mediation issues have included violation of various workplace policies, such as sexual harassment, workplace “bullying-type” behaviours, and discrimination.

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October 2006 - June 2009

Restorative Justice & Restorative Action School Project Coordinator & Mediator;
Abbotsford Restorative Justice and Advocacy Association, Abbotsford, British Columbia, B.C

As a Coordinator & Mediator for ARJAA my responsibilities included:

- Providing mediation services to members of the SD 34 school community (staff, students, parents, administrators, and volunteers) to resolve disputes referred by the School Board and the Abbotsford Police Department.
- Providing negotiation and mediation skills training to administrators, staff, students, and parents of the SD 34 school community
- Personal coaching and guidance of administrators and staff who were in need of effective conflict resolution strategies to deal with and resolve conflicts involving staff, students, and/or parents
- Developing and implementing conflict resolution processes for elementary, middle, and high schools belonging to the SD 34 school community
- Providing workshops for Parent Advisory Committees on collaborative communication strategies that can be implemented into one's day to day interaction with their children.
- Providing facilitation and training to staff and students in the classroom meeting process
- The development of a Peer Mediation & Classroom Circles curriculum for the SD34 school district

June 2004 – April 2007

Family Mediator; Family Services of Greater Vancouver

As a mediator, my responsibilities included:

- Mediation of cases referred by the Ministry of Child & Family Development specifically related to families in need of conflict resolution services and parenting/youth strategies unique to struggles encountered during the adolescent period of family development.
- Case management which included working collaboratively with police, MCFD, probation officers, counselors and administrators from schools in Vancouver, Burnaby, and New Westminster Districts.

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Education

B.A Psychology, 2001, Simon Fraser University

Conflict Resolution Certificate, Justice Institute of British Columbia (includes approximately 300 hours of conflict resolution training to date)

Mediation Related Practicum's and Programs

Family Mediation Program, Justice Institute of B.C., 2003

As a student I was trained in areas such as family & divorce law, the effects of separation and divorce on adults & children, mediation of issues surrounding family violence, and multicultural family issues.

Parent Teen Mediation Practicum, Bridging Project, Justice Institute of B.C, 2002

As a parent-teen mediation practicum student I provided mediation services to parents and teenagers. In total I mediated approximately 10 cases during a 3 month period

Victim Offender Mediation Practicum, Community Justice Initiatives (CJI), 2001

As a Victim Offender Mediator I managed a mediation caseload referred by Crown Counsel and police. Mediation guidance, instruction, and observation was provided to me during a 6 month period where I was mediating cases in the context of Restorative Justice for both adults and youth charged with criminal offences as well as victims of crime to find meaningful ways to repair the harm committed. I continued on with CJI for another 2.5 years as a volunteer mediator to further develop my mediation skills. In total I participated in approximately 15 cases.

Professional Mediation Affiliations

Mediation Roster member for the SDRCC (Sport Dispute Resolution Centre for Canada)

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Mediation Volunteer Experience

February 2011 – present

Volunteer Mediator, CMCS (Community Mediation Calgary Society)

Responsibilities include:

- Assisting Calgarians to resolve community based conflicts through collaborative dispute resolution

May 2002-September 2004

Victim Offender Mediator and Coach; Community Justice Initiatives, Langley, B.C

Responsibilities included:

- Mediation of cases referred by Crown Counsel for adult and youth offenders as well as victims of crime and their families
- Case management which includes working collaboratively with police, Crown Counsel, and a variety of community services
- Coaching of adult learners during Restorative Justice Mediation training. Coaching included guidance, demonstration, and feedback

September 2000-June 2001

Volunteer Coach for the New Westminster Senior Secondary Peer Mediation training program, New Westminster Senior Secondary, New Westminster, B.C.,

Responsibilities included:

- Providing mediation assistance to students at New Westminster Senior Secondary
- Providing coaching and guidance to high school students enrolled in the 4 year Peer Mediation training program

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