

## Céline CHOPIN

(Med. Acc, CRHA/ECH, ACC)

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### Summary

Conflict Management and Mediation Consultant | Specialized in Alternative Dispute Resolution (ADR)

With nearly 25 years of experience, I support organizations in managing workplace conflicts. My practice includes mediation, conciliation, and facilitation, with a strong emphasis on interest-based approaches. I design tailored training programs for managers and employees to enhance conflict management skills and promote a harmonious and productive work environment. I also coach managers and employees on conflict resolution, leadership, and interpersonal and communication development.

#### Professional Accreditations:

- Accredited Mediator: Member of IMAQ and ADRIC
- CRHA and ECH (Certified Harassment Investigator): Member of the Ordre des CRHA
- ACC Coach: Member of the ICF (International Coaching Federation) and ICF Québec
- Certified NOVA GLOBAL Personality Assessment Consultant

### Professional Experience

#### CC Médiation – Mediator / Consultant / Investigator / Coach

2018–Present

- Professional development consulting for managers and employees to promote proactive engagement and healthy team interactions
- Mediator-facilitator supporting individuals and organizations in resolving conflicts
- Workplace psychological and sexual harassment investigator
- Trainer on communication, negotiation, consensual resolution, alternative conflict resolution, feedback, difficult conversations, stress management, and conflict prevention
- Mediator for the Sport Dispute Resolution Centre of Canada (SDRCC) – on the roster since 2023

Clients: SMEs and institutional clients at provincial (Education) and federal levels (IRCC), including unionized environments

#### Volunteer Involvement:

- Head of IMAQ's Eastern Network
- ICF Québec Coaching Development Circles
- ECH Committee (Certified Harassment Investigators)

**Latitude Management – Mediator / Advisor / Investigator** **2022–Oct. 2024**

- Advisor in conflict prevention and resolution / mediator / harassment investigator
- Mediator-conciliator in workplace relationship disputes
- Trainer for HR groups on mediation and conflict prevention in the workplace

Clients: Provincial and federal institutions, unionized sectors, SMEs, and NPOs

**Axxel RH – HR Consultant and Mediator** **2022**

- HR consultant for SMEs focusing on skills development and organizational structure
- Advisor on implementing conflict management, ADR processes, and prevention policies

Clients: SMEs in Québec and Ontario

**Polytechnique Entrepreneurship Centre – Université de Montréal** **2017 – 2018**

- Coordinated training programs for student entrepreneurs in technology and AI

**École des Entrepreneurs du Québec (EEQ)** **2012 – 2017**

- Advisor and adult trainer for over 150 entrepreneurs in startup and growth phases

**Negotiation and Conflict Prevention Trainer (CGAIM, France)** **2011**

- Trainer for groups of 50 to 100 managers on negotiation, contract law, liability, and client conflict management

**Private Practice Lawyer – France** **2001 – 2009**

- Civil, contract, administrative, and labor law
- Managed 450+ cases from intake to enforcement
- Legal analysis, document drafting, court representation, and firm management

**Education**

Graduate Diploma (DESS) in Dispute Prevention and Resolution – Université de Sherbrooke (2018–2020)

Master of Law with thesis and internship (MICC equivalency) : Postgraduate Diploma (DESS – 3rd cycle) in Construction and Urban Planning Law – Université Panthéon-Assas (Paris 2)

DESS in Law (MICC equivalency) : Master's Degree in General Private Law – Université Panthéon-Assas (Paris 2)