

Treena Reilkoff

2976 Harvey Crescent, Mississauga, Ont, L5L 4V7 ♦ 416-617-3852 ♦ treenareilkoff@tlr-mediation-wfa.com

Mediator, Workplace Consultant / Conflict Management / Trainer/Facilitator

Highly skilled trauma-informed professional, dedicated to providing ADR services to diverse client populations in one-on-one and/or group settings, incorporating anti-oppressive, neuro-inclusive, psychosocial, and cultural competency. Core beliefs in personal integrity and reliability, enhancing the ability to quickly establish rapport, trust, and relatability with client issues; strong understanding of confidentiality and ethical dilemmas that may arise when working with clients, staff, and other departments/agencies. Superior analytical and decision-making skills, reflecting flexibility and adaptability. Effective motivator, communicator, and facilitator with the ability to manage all types of personalities while diffusing stressful situations, proactively resolving issues within organizational resilient frameworks. Provide advice/recommendations to external stakeholders, providers, management, and other departments while complying with federal legislation, associated policies, and guidelines. Consistently recognized for the ability to establish and maintain solid relationships with external stakeholders and for developing community capacity and restoring relationships.

CORE COMPETENCIES & SPECIALITIES

- Workplace Psychological Health & Safety Analyst
- Workplace Assessment & Restoration
- Workplace Dispute Resolution/**Mediation**
- OHS, Accommodations, Disability Assessment & Evaluation, RTW
- Trauma-Informed / Resiliency International Workshop Facilitator
- Adjudication/Financial Decision Making
- Resiliency & High Complex, Conflict Specialist
- Alternative Dispute Resolution Workshop and Theory
- Detailed & Comprehensive Report Writing
- Risk Assessment, Management & Policy Review
- ISO PHS Workplace
- Trauma Responder
- Investigations
- Policy Research/Review
- Program Development
- Critical Incident Stress Management
- Keynote Speaker

EDUCATION/CERTIFICATIONS/DESIGNATIONS

Graduate Certificate in Organisational Resilience, Risk and High Reliability

July 2025 completion date

Outsmarting Implicit Bias

Harvard Open University, 2025

Neurodiversity In the Workplace

Athabasca University, 2025

Registered Resilience Practitioner (RPP)

R2 Risk Consultants, Sydney, Australia, 2024

Private Security and Investigative Services Branch – Workplace Private Investigator

Ministry of The Solicitor General Ontario

Flourish Psych Health & Safety Risk Management Framework

Flourish Australia, 2024

Osgoode Certification in Workplace Mental Health Law
Osgoode Hall Law School / York University, 2024

ISO 45003 International Standards Organization Psychological Health & Safety In the Workplace
BSI Canada, 2023

Certified & Accredited Diversity Mediator/Facilitator
Diversified Dispute Resolution Institute of Canada

Road to Mental Readiness Train the Trainer Level 2
Canadian Institute for Public Safety Research and Treatment

Certified Psychological Health and Safety Advisor
Canada Mental Health Association

Certified Civil Procedure Workshop for Non-Lawyer Mediators
ADR Institute of Ontario

Qualified Mediator
ADR Institute of Canada

Executive Certificate in Conflict Management
Stitt Feld Handy Group and Windsor Law School, Toronto, Ontario

Advanced Workplace Restoration and Work Force Analyst (WFA) Designation
Workplace Fairness Institution, Toronto, Ontario

Bachelor of Social Work
University of Victoria, Victoria, British Columbia

Bachelor of Arts
University of Manitoba, Winnipeg, Manitoba

MEMBERSHIPS/ASSOCIATIONS/VOLUNTEER

Canadian Association of Threat Assessment Professionals
2024 - current
(CATAP) Canada

Vice President of the Halton Community Conflict Resolution Center (CCRS Halton)
2024 –current

Founding Member, Resiliency Think Tank
2021 - current

Board of Directors of ADR Ontario (retired) & Co-Chair of the Professional Development Committee
2019 - current
Member of Advisory Committee for ADR for the National Human Rights Commission of Korea (one of three delegates)

Diversified Dispute Resolution Centre of Canada – Advisory Committee/Trauma-Informed Mediator
2021- current

Durham College Program - Advisory Committee
2022- current

PROFESSIONAL DEVELOPMENT

- Joint Learning Program, OHS, Employee Rep, Public Service of Canada, 2022
- Promoting Psychological Safety, Canada Innovation Centre For Promoting Mental Health In the Workplace, 2022
- Mental Health First Aid, CMHA, 2021
- Workplace Violence & Harassment and the New Legislation, 2021
- Leadership Communication Expos, Relationship Revolution (Conflict), 2021
- Rapid-Fire Conference on Investigative Interviewing, Police Science Dr., 2021
- Workplace Investigations and Your Home – Long Term Care, Koster Consulting, 2021
- Services and Supports for People Affected by Military Sexual Misconduct (MSM) and Military Sexual Trauma, Canadian Military Sexual Trauma Community of Practice, 2021
- PEACE Interviewing Framework, Workplace Institute 2020
- Effective Report Writing For Investigations, Workplace Institute 2020
- Organizational Resilience as a Strategic Initiative Identifying & Implementing Strategies to Increase Resilience, The International Consortium for Organizational Resilience, 2020
- “New” Misconduct: Challenges and Solutions for Investigating as We Move to a New Normal, I-Sight, 2020
- Respect in the Workplace Certification, Respect Group Inc., April 2019
- Analytics-Driven Financial Crime Investigations, I-Sight, 2019
- Trauma Sensitive Training, Power Yoga Canada, 2018
- Respectful Workplace/Anti-Harassment, Public Service Alliance Canada (PSAC), 2018
- Representing Members With Mental Health Disabilities Course, Public Service Alliance Canada, (PSAC), 2018
- Employment Equity Course, Public Service Alliance Canada (PSAC), 2018
- Grievance Handling, Public Service Alliance Canada (PSAC), 2018, Union of Justice Employees, 2022
- Workplace Violence In Federal Regulated Jurisdiction, Federal Public School, 2021
- These are courses within the Federal gov – Workplace Violence Harassment Prevention (2022), Indigenous Initiatives 2022), Cultural & Diversity (2020), Intimate Partner Violence Assessment (2020), Gender Based Analysis (2018), Aboriginal Social History/Gladue (2018), Cognitive & Personality Disorders (2018),
- Resiliency Train The Trainer - 2004
- Critical Incident Stress Management, 1999 - current (recertified to maintain registration)

INDIGENOUS / CULTURE TRAINING & EXPERIENCE

- 2003 – 2023 Indigenous focus training provided by the Correctional Service of Canada, Bill 61, Turtle Island, Culture Awareness, Glaude, Aboriginal Social History, Inuit Cultural competency, Medicine Wheel and Shamanic Practices and Pathway to Reconciliation. (This included participating in cultural interactive activities).
- University Studies – University of Manitoba – Native Studies course as part of an Undergraduate degree.
- 1997 – 2015 Worked with Chief and Council, and Families on various reserves, such as Cold Lake First Nations, Kehewin Grand Council, Prince Albert Grand Council, Beardy's and Okemasis First Nation, Muskoday First Nation, James Smith Cree Nation, and Esquimalt First Nations. This occurred when I was employed with Alberta school divisions and government departments while living in British Columbia, Alberta, and Saskatchewan.
- I have experience with participating in Elder-led Parole Board Hearings and working with Elders.
- Having organized cultural events and recommended speakers, whereby I have participated in the Tobacco Offering Protocols.
- In allyship, building community capacity, and interconnected work-related activities, I have experience working with communities and the Friendship Centres in BC, AB, SK, and MB since the early 1990's, when I began university and volunteering.

- I incorporated Indigenous traditional ceremonies and practices when I worked in the schools and mental health in Alberta (talking stick, smudging, restorative circles, and storytelling. I have attended Pow-Wows in the past with extended family members and friends.
- Cited in a Odaake-Gaganoonidiwin Training Manual with Red Wolf Mediation related to Trauma Informed Mediator and Practice, by Red Wolf Mediation
- Facilitated a Culturally Focused Trauma Informed Resiliency Leadership session for a component of training led by Red Wolf Mediation for the Anduhyaun Emergency Shelter 2024

QUALIFICATIONS IN ACTION

Resilient Risk Workplace Consultant, Trauma Informed Qualified Mediator, Workplace Fairness Analysis and Restoration, Psychological Health & Safety Advisor/Analyst, Conflict Coaching, Neurodiverse/Psychosocial Consultancy, Workplace Investigator, Critical Incident Stress/Trauma Responder, Keynote Speaker and International Workshop Facilitator

Owner/CEO - TLR Solutions4Conflict Inc www.tlrsolutions4conflict.ca

2018 - Current

Affiliations: Conflict Specialist and Program Facilitator with the Canadian Cannabis Dispute Resolution Centre, CansultED (US), and Diversified Dispute Resolution Institute of Canada, Roster Mediator with Ontario Home Care, and Ontario Veterinarian College

- A trauma-informed, independent (neutral), third party with overall focus on reducing and resolving conflict and improving, maintaining, and restoring relations. Mediation focus is on the workplace, healthcare, private, public, and non-profit sector organizations, educational institutions, unions, and first responders.
- Workplace Investigator who specializes in conducting trauma-informed psychosocial investigations. Recognizing that participating in a workplace investigation has risks that may contribute negatively to the participant's mental health and secondary trauma to the department/office employees.
- Certified Workplace Analyst & Restoration Specialist (WFA) and a Psychological Health and Safety Advisor (PHSA) Competencies to provide trauma-informed workplace assessments and restorations. Workplace assessments include a variety of qualitative and quantitative tools to provide inclusive data to identify psychosocial hazards, gaps, and pain points, contributing to the immediate conflict as well as the root causes. Restoration includes restoring the workplace culture to whole, with the collaborative contribution of all employees and leaders.
- Workplace conflict management consultation and recommendations strive to align with the organizations' mission, values, and existing policies while integrating the identified organizational and operational resilient outcomes that have been gathered within the workplace assessment. Workplace assessments focus has been on the public and private sectors including government agencies, health care organizations, hospitality/franchise restaurants, construction, and commercial cleaning industry, inclusive of some international contracts.
- Design, facilitate, and provide training on various workshops that are tailored to the client's outcomes focusing on the topics of Trauma Informed Management, Solution Focused Conflict Resiliency, Resiliency, Emotional Intelligence, Policies and Programs, Supportive Middle Management and Leadership Development. Progressive experience related to harassment, discrimination, violence prevention, and human rights with cross-cultural communication and cultural competency.

Past Professional Competencies and positions include Case Management High-Risk Youth Worker, Clinical Social Worker, Parole Officer / Parole Officer Supervisor/Security Intelligence Officer/Clinical Social Worker /Veteran Affairs Case Manager / Behavioural Consultant / Intake Mental Health Clinician - commencing 1990

ADDITIONAL COURSES/TRAINING

Alternative Dispute Resolution & Negotiation Training, Anti Harassment Training, Advanced Critical Incident Stress Debriefing, Lateral Violence, Resiliency Trainer, Ethics in Mediation, Representing and Advocating Against Racism, Employment Equity, Respectful Workplace and Anti-Harassment, Trauma Meditation Instructor, Accommodation, Return To Work, Therapeutic Crisis Intervention, Applied Suicide Intervention Skill Training (ASIST), Solution Focused Therapy and Cognitive Behavioural Theory, Mental Health First Aid, Intercultural Communication and Diversity for Professionals.

AUTHORED BOOKS

- **Be A Success Maverick** *How Ordinary People Do It Different to Achieve Extraordinary Results* Treena Reilkoff Co-Authored with Paul Fink
- **Grief & Fatigue: Families & the Pandemic: Stories of Struggle and Hope** Co-Authored with 106 international conflict resolution professionals, available in 12 languages.

FACILITATED TAILORED WORKSHOPS & TRAINING – TOPICS: TRAUMA-INFORMED, RESILIENCY, CONFLICT, LEADERSHIP, PSYCHOLOGICAL SAFETY, NEURODIVERGENCE, INCLUSIVITY, AND RISK

2025 – DEPARTMENT OF TRANSPORTATION

2025 - ADR INSTITUTE OF ONTARIO

2024 – ADR CANADA INSTITUTE 50TH ANNIVERSARY AGM AND CONFERENCE

2024 – NEVADA SCHOOL ADMINISTRATORS

2024 – MICHIGAN ADR LAW SOCIETY AGM

2024 - ONTARIO PARKS LEADERS

2023 – SHRM – INDIANA HR ASSOCIATION

2023 – RUSH BUSINESS EXECUTIVE GROUP (FLORIDA)

2023 – GRAND CAYMAN HR (SOLE PROPRIETOR)

2023 – MICHIGAN MEDIATORS ASSOCIATION AGM

2023 – HERTZ COLLEGE (BRITISH COLUMBIA)

2023 – CROSS CULTURAL LEARNER CENTRE (CCLC) AGENCY FOR NEWCOMERS RETREAT

2022- TRAUMA INFORMED FOR LAWYERS AND PARALEGALS (INTERNATIONAL VIA DURHAM COLLEGE WORLD CLASSROOM)

2022 – AGM – ADR INSTITUTE OF CANADA NATIONAL CONFERENCE

2022 – INVISIBLE WOUNDS NATIONAL CONFERENCE FOR FIRST RESPONDERS (ONTARIO)

2022 – UNION OF VETERAN AFFAIRS NATIONAL PRESIDENTS CONFERENCE

2021 – UNION OF VETERAN AFFAIRS EXECUTIVE CONFERENCE

2021 – RESILIENCY AND THE WORKPLACE – via International Fairness Institute

2021 – IDAHO MEDIATION CONFERENCE

2020, 2021, 2022 – ADR Institute of Ontario – TRAUMA INFORMED MEDIATORS & CONFLICT RESILIENCY

2020 – RESILIENT LEADERSHIP – Justice Department Canada, Treasury Board Communication Branch and Privy Council Secretariat