

Barbara Sunderland Manousso, Ph.D. (ABD), M.P.H., NCG, TCG, TCDM

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SUMMARY

Certified mediator, arbitrator, facilitator, negotiator, and ombudsman with over 2,000 hours of training, teaching, and practicing, since 1993; served as president of the Association of Conflict Resolution Houston Chapter; serves on ACR Public Policy Board. Special interest: A trainer and practitioner in elder and adult family mediation. Serves on the Editorial Advisory Board of ACRResolution Magazine and, at the pleasure of Texas Governor Perry, on the Nursing Facility Administrative Advisory Committee.

Certified: National Certified Guardian

Certified: Texas Certified Guardian

Certified consultant in Conflict Dynamic Profile

Conflict Resolution Coach

TMCA – Texas Credentialed Distinguished Mediator

Texas Mediation Training Roundtable Council Member

Trainer and Instructor in Certification Programs in Basic Mediation, Advanced Mediation, Family, Elder Care

EDUCATION

Nova Southeastern University, Fort Lauderdale, Florida

Doctoral candidate (ABD)

Graduate School of Humanities and Social Sciences: Conflict Analysis and Resolution

Nova Southeastern University, Fort Lauderdale, Florida – Graduate Certificate

Graduate School of Humanities and Social Sciences: Conflict Analysis and Resolution

University of Houston and Texas Southern University, Houston, Texas

Earned doctoral level credits in anthropology, curriculum and development, and English.

South Texas College of Law, Houston, Texas – Attended.

University of Texas School of Public Health, Houston, Texas

Master of Public Health in Community/Family Health Module

Brown University, Providence, Rhode Island

Baccalaureate in Arts

Concentration in Journalism/English and Semiotics (Intercultural Communications)

CAREER HISTORY & ACCOMPLISHMENTS

Manousso Mediation and Arbitration

1993 until present

TCMA Texas Credentialed Distinguish Mediator

Certified: National Certified Guardian

Certified: Texas Certified Guardian

Certified consultant in Conflict Dynamic Profile

Conflict Resolution Coach
Texas Mediation Training Roundtable Council Member
Certified Arbitrator for the BBB AUTO LINE program

Mediator and Arbitrator Practice

- Experienced in consumer, commercial, family, eldercare, children's protective services, divorce, workplace, labor, environmental, real estate, and contract mediation.
- Styles of mediation include transformative, problem-solving, facilitative, and narrative.
- Volunteer family mediator for the Harris County Dispute Resolution Center.
- Contract mediator for the Houston Police Department's Community Dispute Program.
- Volunteer mediator for the Better Business Bureau.
- Contract mediator for Mediator Network, CLL Services, CFR Center for Resolution, Elder Care Decisions, and National Mediation Services.
- Arbitrator for the Better Business Bureau and Ford Motor Company, National Dispute Settlement Board, and RV Association.
- Trainer and lecturer on elder/adult mediation, basic and advanced mediation, culture and conflict.
- Contract mediator for the Federal Occupational Health Association/Transportation Security Administration (TSA).

MEMBERSHIPS AND APPOINTMENTS

- Appointed by Governor Rick Perry to the Nursing Facility Administration Advisory Committee.
- Appointed by Congressman Barney Frank to the international anti-tobacco congressional committee.
- 2007 president of the Association of Conflict Resolution – Houston Chapter
- Special Commissioner for County Court #2.
- South Texas College of Law – Evans Center for ADR Board member.
- State Bar of Texas ADR Section
- Labor Employment Relations Association (LERA)
- Member of Texas Association of Mediators (TAM).
- Full Member in Association of Conflict Resolution (ACR).
- Advisory Committee on Healthcare for ACR
- Section Member of ACR's Healthcare, Workplace, Consumer, Commercial, and Family.
- Co-chair of Workplace Training for the Association of Conflict Resolution.
- Board member Association of Conflict Resolution - Houston Chapter.
- New England Association for Conflict Resolution.
- League of Women Voters
- ACR's presidential Public and Intense Conflicts Committee for the 2008-9 program year
- Texas Mediator Trainers Roundtable (TMTR): Bylaw Committee
- Women Professionals in Government Board Member
- National Guardianship Association
- Texas Guardianship Association
- Advisory Editorial Board member of ACResolution Magazine
- Certified Arbitrator for the BBB AUTO LINE program

Certification and Training

- Teaches classes in Basic, Advanced/Divorce, and Elder Care Mediation in classroom and online.
- **Graduate Certificate:** Conflict Analysis and Resolution, Nova Southeastern University, FL.

- **Mediation Certification:** Basic (40 hours / Sharon Hemphill, Houston, Texas) ; Advanced Consumer Course (24 hours / Sharon Hemphill, Houston, Texas); Family Courses (24 hours / Harris County Dispute Resolution Center, Houston, Texas); Children's Protective Services: TDPRS/CPS/CJA Mediation Certification (24 hours / Harris County Dispute Resolution Center, Houston, Texas); Transformative Mediation –Institute for the Study of Conflict Transformation (140 hours of advanced training); Equal Opportunity Employment Training (8 hours / U.S. Equal Employment Opportunity Commission's Technical Assistance Program Seminar-San Antonio, Texas); Certificate of Attendance (5 hours) Conflict Resolution Systems: The Cutting Edge Resource for Workplace Productivity, Houston, Texas. Houston Police Department (24 hours / Community Dispute Resolution Consultant) – 80 hours of advanced training. Additional hours of mediation and negotiation training through conferences and workshops and monthly ACR programs.
- **Arbitration Certification:** Better Business Bureau's National Consumer Panel (30 hours / Better Business Bureau, Houston, Texas) and Dispute Resolution Board for the Ford Motor Company (24 hours / Center for Consumer Affairs / University of Wisconsin for the Ford Motor Company's Dispute Settlement Board, Washington, D.C.).
- **Ombudsman Certification:** (60 hours) Texas State Program through the Area on Aging, Certified Texas State Ombudsman for Long Term Care Facilities.
- **Facilitation Certification:** 30 hours / Harris County, Houston, Texas
- **Facilitation Trainer Certification:** 24 hours / Houston, Texas
- **Certified: National Registered Guardian**
- **Certified: Texas Registered Guardian**
- **Certified consultant in Conflict Dynamic Profile and Conflict Coach**
- **Certified Arbitrator for the BBB AUTO LINE program**

PAPERS AND WORKSHOPS PRESENTED

- Association for Conflict Resolution: Presenter on Elder Care Mediation since 2001. Last presentation 2009 was in Atlanta, GA.
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- 2009 Houston Bar Association ADR Section. The New Horizon in Elder Care Mediation for Lawyers.
- 2009 Texas Association of Mediators. *The Dynamics of Elder Care Mediation: A Look Inside the Process of Participants.*
- *Texas Paralegal Journal.* Winter 2008. *Elder Care Mediation: A New Horizon in Family Practice.*
- 2008 August, Bryan, Texas. Bryan Dispute Resolution Center. *The New Horizon in Family Mediation for Adult and Elder Care.*
- 2008 March, Savannah, Georgia. Sullivan University to Ministers from the United Kingdom. *The Clash of Culture in Ireland's Medical System: One ADR Solution.*

- 2008 March, Houston, Texas. Workshop for high school students. *Mediation as a Career Choice: Practice Options.*
- 2008 February. Galveston, Texas. Texas Association of Mediators. *Elder Care Mediation: How to Market Your Practice.*
- 2007 October, Edmonton, Canada. Ontario Family Mediation Society. *Elder Care Mediation: The New Horizon in Family Mediation.*
- 2005, Houston, Texas. NASA/Clear Lake Human Resource Association. *Elder Care Mediation: When Families Need to Talk.*
- 2005, Fort Lauderdale, Florida, Nova Southeastern University. *The Conflict over the Environmental Impact of Building an Uptown High-rise: Upstream and Down*
- 2004, Fort Lauderdale, Florida. Nova Southeastern University. *Transformative Mediation: Why is it different?*

PARTICIPATION IN CONFERENCES

Texas Mediation Association Conferences: 1994, 2000, 2003, 2004, 2005, 2006, 2007, 2008, 2009.

Association of Conflict Resolution International Conferences: 2002, 2003, 2005, 2006, 2007, 2008, 2009.

- Extra hours of training through pre-conference advance programs.
Texas Mediation Association: 1994, 2000, 2003, 2004, 2005, 2006, 2007, 2008.
Association of Conflict Resolution Conferences: 2002, 2003, 2005, 2006, 2007, 2008.
- EEOC Training Program 2006, San Antonio, TX
- EEOC Training Program 2007, Philadelphia, PA
- Negotiation training for corporations with Drs. Neil Katz, Fort Lauderdale, FL, and
- Negotiation training William Ury, Phoenix, AZ and Boston, MA
- Institute for the Study of Conflict Transformation, Philadelphia, PA, 2006 and 2007
- Labor Employment Relations Association (LERA) Regional Conference 2006 and 2007
- First International Conference and Training on Elder Care Mediation, Philadelphia, PA, 2006

Website is <http://www.manouso.us> .