

The background of the lower half of the page is a solid dark blue color. Overlaid on this are several white puzzle pieces. The largest piece is in the center, and it contains the main title. Below it, to the right, is another puzzle piece containing the date and location. The puzzle pieces are arranged in a way that suggests they are part of a larger whole.

**Conflict
Management &
Collaboration
Summit**

**June 15 -17, 2010
Chicago, IL**

GSA is being challenged to a more prominent role across government, supporting important Administration commitments around economic recovery, sustainability, open government and more. While this work calls upon our technical expertise, it also calls upon us to be very skilled at collaboration.

*Martha Johnson
GSA Administrator*

Tuesday - June 15, 2010

Noon – 6:00 PM • Registration • **STATE FOYER**

1:30 – 3:00 PM • Part 1 - “Understanding Behavioral Styles to Improve Workplace Collaborations” • Speaker: Paul Kostreski • LASALLE BALLROOM I
(Workshop participation requires prior registration in order for the DISC style assessment to be taken before Summit)

This three-hour seminar on behavioral styles and conflict management is crafted to assist people in understanding how behaviors impact the success of their organizations, improve communication, ease frustration and conflict and develop effective teams. The ability to deal successfully with others is a prime skill for individuals and managers leading to enhanced personal relationships and team performance.

3:00 - 3:15 PM • Break

3:15 - 4:45 PM • Part 2 - “Understanding Behavioral Styles to Improve Workplace Collaborations” • Speaker: Paul Kostreski • LASALLE BALLROOM I
(Workshop participation requires prior registration in order for the DISC style assessment to be taken before Summit)

Wednesday - June 16, 2010

7:30 – 8:30 AM • Registration • LASALLE FOYER

7:30 – 8:30 AM • Morning Refreshments • STATE FOYER

8:30 – 8:50 AM • Welcome and Summit Overview • Speakers: Madeline Caliendo and Susan Brita • LASALLE BALLROOM I

8:50 – 10:15 AM • Plenary Session: “A Collaborative Approach to Conflict Management” • Speaker: Dr. Heather Brown • LASALLE BALLROOM I

Conflict is an inevitable part of working with other people. When managed well, conflict can have positive outcomes including more streamlined procedures, stronger interpersonal relationships and more creative output. When conflict is handled poorly the result is alienation, decreased productivity, high employee turnover, low team cohesiveness and a dysfunctional working environment. This workshop will discuss the conflict model and provide collaborative conflict resolution techniques that will help participants manage conflict more effectively.

10:15 – 10:30 AM • Break

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10:30 – 12:00 PM • Breakout Sessions

Workshop 1 • “Mediation Works---Then Why Won't You Mediate?” • Presenters: Edith Primm and Margaret Unger • Facilitator: Shirley Dade • HURON ROOM

Mediation has been around for 20 years yet despite its indisputable benefits we resist its use in resolving conflicts. Through interactive discussion we will develop strategies to overcome this resistance - emphasizing and highlighting the legal/political/economic factors that make the case for its use in changing workplace attitudes. This highly engaging workshop will cover the benefits of mediation and the perceived barriers that can prevent its use. Come hear how mediation can help address and mitigate conflict in the workplace and increase collaboration for win/win resolutions.

Workshop 2 • “Diversity on our team....conflict or opportunity?” • Presenter: Thadius Sale • Facilitator: Regina Budd • OHIO ROOM

Learn how the ways we are different affect the way we think, the way we speak, the way we collaborate, the way we approach problems. These differences, while they are often a source of conflict, also create the opportunity for growth and excellence. Our workshop will cover the highlights:

- * how to recognize diversity as the potential source of conflict
- * how to manage this conflict to better understand each other
- * how to leverage this understanding to spark creative change for inclusive, positive team work and growth

Stop by. We'll talk. And explore.

Workshop 3 • “How Behavioral Styles Impact Collaboration” • Presenter: Paul Kostreski • Facilitator: Sloan Farrell • STATE ROOM

This workshop has two objectives:

- Becoming more comfortable working with people who you don't really care to work with, but can't avoid.
- Becoming more successful at work by learning to be effective with all kinds of people.

The session helps people attending to identify overused strengths, the impact of the overuse of those strengths, and the behaviors that can cause negative responses resulting in conflict.

By understanding that people do things for their own reasons, not ours, we can begin to determine the keys to relating successfully to others. The intent is to find remedies and prevention of conflict, not who is at fault. Ultimately, understanding our choices in dealing with others is the solution to a more productive and effective workplace.

Workshop 4 • “Conflict as a Positive Force: Deepening the Conversation”
Presenter: Carl Moore • Facilitator: Madeline Caliendo • LASALLE BALLROOM II

Building on the nationwide presentations of “Conflict as a Positive Force in the Workplace”, this workshop continues the process of transforming conflict from a negative experience into a positive relationship building force that seeks win/win outcomes. The previous workshop focused primarily on gaining an awareness of what “high stakes moments” are and understanding what happens to us biologically and psychologically when we are in those moments to cause us to handle conflict badly. In this workshop, we will continue the learning by focusing more deeply on how we can seek to achieve positive outcomes by exploring the other’s story. This session will be of value to you whether or not you attended the previous workshop.

12:00 – 1:30 PM • Lunch • LASALLE BALLROOM I

12:30 – 1:30 PM • Luncheon Session: “Conflict, Collaboration and the Concealed Mind” • Speaker: Howard J. Ross • LASALLE BALLROOM I

Transforming organizations and people is hard to engineer and even harder to sustain. Learning to manage conflict can help organizations and individuals to create fundamental shifts in organizational culture. Clear missions and purpose, inclusive cultures, and robust structures help ensure a culture of collaboration, not competition. Despite having all the right systems in place, it is clear that people make decisions every day that impact some groups more negatively than others: decisions about hiring, about purchasing, about promotions, about job assignments. We are discovering that most of these decisions are not made by bad people with bad attitudes, but rather by well-intended people who have no idea about the unconscious process that they use to make decisions about people who are different from them. We all have bias of one kind or another. Our ability to manage conflict depends in great part on our willingness to undertake the long journey of continuously challenging our perceptions and slowing down our impulse to judge instantaneously and reactively.

1:30 – 1:45 PM Break

1:45 – 3:15 PM Breakout Sessions

Morning sessions repeated (see previous Breakout descriptions)

3:15 – 3:30 PM Break

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3:30 – 5:00 PM • Plenary Session: “Celebrating Generational Differences in the Workplace” • Speakers: Mary Abbajay and Karen Bedell •
LASALLE BALLROOM I

Celebrating Generational Differences in the Workplace raises awareness of the distinctive perspectives, motivations, and expectations of each generation in the workplace. This highly informative, interactive, and eye opening presentation provides substantive information and a base of useful knowledge from which organizational members can deploy appropriate and effective strategies and techniques for managing, motivating, and developing generational talent in a diverse work environment. This presentation helps attendees:

- Learn who the four generations are and their impact on the workplace
- Understand and respect generational differences
- Increase their awareness around different generational needs and motivations
- Anticipate potential generational “clash points”
- Learn solutions and effective approaches for potential clash points
- Turn negative stereotypes into positive working relationships
- Provide a common framework for understanding generational differences

5:00 – 6:00 PM • Networking Reception • STATE ROOM

Thursday - June 17, 2010

7:30 – 8:30 AM • Morning Refreshments • STATE FOYER

8:30 – 9:30 AM • Plenary Session: “Mastering Conflict Resolution Skills” • Speaker: Dr. Alan Zimmerman • LASALLE BALLROOM I

Successful people aren't naïve. They know conflict is inevitable. They know a high degree of conflict can impede progress, create unproductive tension, and waste large amounts of time and money. So they've learned a process for generating solutions, resolving conflict, and promoting harmony. And that's what this program is all about.

Objectives:

- To acquire skills that turn negative resistance into positive response
- To understand the effectiveness and appropriateness of five conflict resolution styles
- To master the process of constructive conflict resolution

9:30 – 9:45 AM Break

9:45 – 10:45 AM • Plenary Session: GSA Leadership Panel • Panel: Paul Prouty, Cathy Kronopolus, Tony Costa, Casey Burns • LASALLE BALLROOM I

Leaders from across GSA will come together to facilitate a discussion on bringing the “ah ha” moments and key lessons from the conference back to our work and workplaces. This session will culminate with the introduction of a post-conference challenge using collaborative technology to spark dialogue and innovation on conflict management at GSA.

10:45 – 11:45 AM • Plenary Session: “Working Together to Accomplish Our Goals and Better Serve Our Customers” • Speaker – Dr. Alan Zimmerman • LASALLE BALLROOM I

Successful people know how to get the cooperation of others. They know how to gain credibility, present their ideas, and minimize opposition. They know how to persuade others and get the results they want. This program will give you the skills you need to get people to work with you instead of against you. And there are few skills in life more important than that.

Objectives:

- To understand what motivates cooperative effort
- To learn strategies that influence others to accept your ideas

11:45 – 12:00 PM • Summit Closing Remarks: Madeline Caliendo • LASALLE BALLROOM I

Map of Meeting Area



Speaker Bios

Mary Abbajay

Mary Abbajay is a consultant for professional and organizational development and a personal and executive coach in Washington, D.C. Mary helps clients create dynamic and productive careers and workplaces that foster professional and personal excellence. She has more than 15 years experience in leadership positions and has founded several successful businesses.

She is an adjunct faculty member at George Mason University's School of Management in Virginia and has taught several programs at both Montgomery College and the Georgetown University Center for Professional Development.

She is the founder of the Careerstone Group, a professional development company that helps mentor and prepare young people for successful careers. She is a regular panelist on Clear Channel's Sunday radio programs, "Women Talk" and "The Working Life," broadcast in the Washington, D.C. area on WMZQ, WASH-FM, WBIG and DC101.

Mary is on the Board of Directors of Leadership Greater Washington and the Woolly Mammoth Theatre in Washington, D.C. She is also the co-owner of the Toledo Lounge in Adams Morgan.

Mary earned a Bachelor's Degree in English from Kenyon College and a Master's Degree in Organizational Management from Fielding Graduate University in Santa Barbara California. She is a graduate of Georgetown University's Organizational Development Program and the Coaches Training Institute.

Karen Bedell

Highly skilled in the practices and methods of organizational and professional development, Careerstone co-founder Karen Bedell brings more than 20 years of business experience in the United Kingdom and the United States to her work as a professional and executive coach.

Karen's coaching methods are well-grounded in her commitment to current principles of marketing, branding and customer service delivery gained through her comprehensive corporate experience and her post-graduate degree in international marketing management from the University of Westminster in London.

As vice president of product development for COREStaff Inc. in the United States, Karen coupled her cutting-edge business acumen with her natural facilitation skills in order to identify company best practices — which in turn supported COREStaff's transition from 11 separate companies into one culturally and technologically cohesive organization.

For the last six years Karen has been a successful consultant to both the federal and private sectors. Karen trained through the Coaches Training Institute (the first coach training to be accredited by the International Coach Federation) and refined her leadership training skills through participation in Georgetown University's Center for Professional Development Transformational Leadership Program. Karen is a certified Myers-Briggs Type Indicator® practitioner.

A member of the International Coach Federation and the Mid-Atlantic Facilitators Network, she recently added CTI's courses in organizational and relationships systems coaching to her credentials.

As the mother of two young adults about to enter the workforce, Karen is acutely aware of the challenges and needs of this generation as it makes the transition from formal education into the world of work.

Susan Brita, GSA Deputy Administrator

Susan Brita was named Deputy Administrator for the U.S. General Services Administration February 2, 2010.

As Deputy Administrator, Brita works closely with members of the GSA senior leadership team to provide guidance to GSA employees, devise policy and provide services to other federal agencies, enabling them to best achieve their missions of service to the American people. Brita is no stranger to the broad spectrum of services GSA provides; from 1985 to 1988 she served as Chief of Staff to then Administrator Terence Golden, where she worked closely on agencywide initiatives.

Most recently, Brita served as the Staff Director for the House Transportation and Infrastructure Committee, Subcommittee on Economic Development, Public Buildings, and Emergency Management, a position she has held since 1992. During her tenure, Susan's broad portfolio, which included GSA, The John F. Kennedy Center for the Performing Arts, the Smithsonian Institution, and the Architect of the Capitol, gave her the opportunity to focus on each phase of federal real property management.

Brita received her master's degree with honors in public administration from George Washington University in Washington DC. and a bachelor's of arts from Cardinal Cushing College in Brookline, Massachusetts.

Dr. Heather M. Brown, JD, MBA, PMP

Dr. Brown is founder and President of Professional Solutions, Inc. She is a sought after business education and motivational speaker and she instills her positive, morale boosting ideas and attitudes into the groups that she leads. Dr. Brown is experienced in providing workshops and seminars on Project Management, Team Building, Communication Skills, Leadership and Conflict Management. Dr. Brown receives 98% outstanding ratings on all of her post-workshop evaluations. She is known for her practical, down-to-earth, style and her professional content.

Dr. Brown earned her Doctorate in Adult Education with a concentration in Human Resource Development from Virginia Tech in 1994. Dr. Brown earned her M.B.A. degree from George Mason University in 1988. Dr. Brown has a B.S. in Business Administration with a major in Marketing from Old Dominion University in Norfolk, Virginia. She has held a Project Management Professional (P.M.P.) certification from the Project Management Institute for over six years. She received her Juris Doctor (J.D.) degree from Concord School of Law.

Dr. Brown is an alumnus of the 1999 class of Leadership Fairfax. She has provided training and consulting services to organizations such as NASA Goddard Space Flight Center, the U.S. Department of Commerce, the U.S. Department of Education, the National Institutes of Health, the Federal Trade Commission, the U.S. Department of Transportation, The Federal Aviation Administration and MCI Telecommunications.

Dr. Brown resides in Northern Virginia with her husband and two children. She can be reached at hbrown@professionalsolutions.com.

Madeline Caliendo, Esq.

Madeline Caliendo is GSA's Associate Administrator for the Office of Civil Rights. Caliendo came to GSA in December 2000. Since her arrival, she has focused on making GSA's civil rights program a world class organization.

In the Equal Employment Opportunity (EEO) arena, Caliendo has worked to educate GSA management about the laws and regulations governing federal sector equal employment opportunity while focusing on issues specific to GSA. Caliendo and the nationwide EEO staff analyze complaints to gain insight into the issues at the root of complaints. Caliendo has spearheaded the development of internal procedures and performance goals to help facilitate the early resolution of complaints and to provide timely, quality EEO complaint processing. Since her arrival, GSA's EEO complaint processing has improved significantly, and for the past three years GSA has been recognized the U.S. Equal Employment Opportunity Commission (EEOC) as a "Best Practices Agency." As a result, Caliendo has been invited to share information about GSA's complaint processing practices with other agencies so they can benchmark what GSA does.

In the external civil rights program, Caliendo has collaborated with the Department of Justice and others in the Title VI and Title IX civil rights community to strengthen GSA's Title VI and IX compliance programs.

Prior to coming to GSA, Caliendo served in several senior positions at the U.S. Equal Employment Opportunity Commission (EEOC), including attorney-advisor in the Office of the Chairman and senior advisor to the director of the Office of Federal Operations. Before joining EEOC, she was a civil rights trial attorney for four years.

Caliendo is a member of the Council of Civil Rights and EEO Executives and of both the New York and District of Columbia bars.

Caliendo is an avid gardener and in her spare time is a regular garden book reviewer for Washington Gardener Magazine. Caliendo and her family live in a Washington, DC.

Anthony Costa

Anthony Costa is an Associate Administrator in the Office of the General Services' Administrator. In this capacity, he identifies the arenas in which GSA can provide GSA enterprise-wide solutions to its customers, and he assists the Administrator in driving the agency towards providing those solutions.

Recently, Costa was deputy commissioner of the Public Buildings Service, a position he held since 2004. He was in charge of asset management and design, construction, leasing, operations, and disposal for a real estate portfolio of more than 339 million square feet in more than 8,000 public and private buildings accommodating over one million Federal workers.

Prior to being appointed Deputy Commissioner, Costa served as the assistant regional administrator for the Public Buildings Service's National Capital Region. In this position he was responsible for the daily operation of over 86 million square feet of federal property in the Washington, DC Metropolitan area. He also served as the chief of staff for the Public Buildings Service. He began his career with GSA as a presidential management intern.

Costa holds a Bachelor of Arts degree in Geography and Economics from Bucknell University and a masters degree in Regional Planning from the University of North Carolina at Chapel Hill.

Paul Kostreski

Paul Kostreski provides consulting and training services in building high performance teams and has diverse experience in business consulting, development, leadership, management, marketing, planning, sales, technology development and training.

Mr. Kostreski has served as Chief Administrative Officer and General Manager, Business Development of two successful start-up companies. He has also served as an officer in the U.S Army. In those positions he has supervised between 10 and 200 people.

Paul has been an adjunct faculty member and business performance consultant for five Colleges and universities. He was responsible for writing grants for wireless networks and communications training providing all Community Colleges in Maryland a standard course curriculum in these subject areas.

Paul has been a presenter and primary speaker at several national (CTIA, League for Innovation) and local (DORS, DOSS IT, MIETP, Network Security, FCPS Accent on Achievement) conferences on diverse subjects such as leadership, teamwork, communications, strategic planning, wireless curriculum development, and Internet security.

While working primarily with businesses and corporations Paul has also delivered services and facilitation for hospitals, medical offices, assisted living facilities, nurses associations and medical insurance companies.

As a trainer and specialist in organization development, Paul has trained thousands of people as a facilitator for Bell Atlantic Marketing /Sales Organization, as Manager/Director of Bell Atlantic's Management Education and Organization Development as well as Director of Performance Improvement, Assistant Vice President of Management Education/Organization Development and Sales Training for Oncor Communications and independent trainer/consultant. He has worked with national and international organizations. He is certified as a trainer in over sixty courses in a variety of subject areas.

Cathleen C. Kronopolus

Cathleen C. Kronopolus serves as Assistant Administrator for the U.S. General Services Administration. In this role, she oversees the Office of the Administrator, ensures effective and efficient staffing of agency programs and projects, guides the agency's continuity of operations planning and emergency response efforts, and maintains communication and facilitates coordination with GSA regions.

Prior to this appointment, Kronopolus served as senior advisor to the GSA Administrator. She also served as assistant commissioner for the Office of Real Property Asset Management in GSA's Public Buildings Service. She was responsible for real estate portfolio policy, capital planning, asset management, performance improvement, and measurement of a nationwide portfolio of over 354 million square feet of space.

Kronopolus has 20 years of public service, 12 years with the U.S. Environmental Protection Agency and 8 years with GSA. At EPA, she served in a variety of program management functions in the Office of Prevention, Pesticides, and Toxic Substances. At GSA, she has served in the Boston Region as an executive assistant to the Regional Administrator, in the Atlanta Region as the Portfolio director for the 8 southeastern states, and as PBS's director of the Policy and Analysis Division.

Kronopolus is a graduate of Farleigh Dickinson University in New Jersey and has a Masters of Regional Planning from the University of Massachusetts in Amherst.

Carl D. Moore, Esq.

Carl D. Moore is an employment law attorney specializing in Diversity, EEO & Affirmative Action, Dispute Resolution and Supervisory and Leadership Skills training and development. Much of his career has been spent in preventive law and in training employees, supervisors, managers, and other attorneys in the practical application of effective management techniques through improved communications skills. Mr. Moore has served as a management attorney, a union attorney, and as general counsel for a federal employee appeals board. He has been a litigator and a law office manager and has conducted training for more than 45,000 individuals in a wide range of employment matters. Mr. Moore served as Executive Director and General Counsel for the National Education Association State affiliate that represents teachers who work for the Department of Defense Dependents Schools. In this capacity, he negotiated the first Cabinet level labor-management agreement in the Federal Government between the Secretary of Defense and the Association.

As Chief Counsel for the Civilian Personnel Director for the Department of the Navy, he served as the agency's lead attorney in all labor, EEO and employment litigation. As General Counsel for the GAO Personnel Appeals Board, Mr. Moore created the Board's appeal processes and administered those processes for over a dozen years.

Mr. Moore is the principal co-author of the first textbook on the market that summarized almost the entire spectrum of Federal civil service personnel law (Civil Service Law And Procedure: A Basic Guide, Bureau of National Affairs, 1984 and 1991). For the Department of Justice, Legal Education Institute, Mr. Moore designed a two-day course for government attorneys on Federal Employment Law. As an instructor in that course, he trained more than 1,800 government attorneys.

Mr. Moore received his Bachelor of Arts from Texas Tech University and his Juris Doctor from the University of Texas School of Law. He is a member of the Bars of Texas and the District of Columbia.

Mr. Moore is also the author of TRUST: Short-Circuit the Hardwiring, Fuze Publications, 2009 (available at Amazon and at www.carlmoore.com)

Edith B. Primm

Edith B. Primm, Executive Director of the Justice Center of Atlanta (JCA), has been in the ADR field for 32 years and has been associated with JCA her entire career. She actively mediates, as do all of JCA's training staff, and has been a principal designer and instructor for all of JCA's training courses in which over 50,000 persons have received mediation training. She was appointed by the Supreme Court of Georgia to be chair of the state of Georgia's Commission on Dispute Resolution in June 2009. JCA mediators under Ms. Primm's direction continue to handle mediations all over the country for most of the federal agencies. JCA has had a GSA contract for the past 10 years and hope to be approved for renewal for another 5 years this summer.

Paul Prouty

Paul Prouty is the regional commissioner for the Public Buildings Service.

Prouty joined GSA in 1971 as a real estate intern in Denver. Since then, he has served in several senior leadership positions, including GSA acting administrator, acting regional administrator for GSA's Rocky Mountain Region, assistant regional administrator for the regional Public Buildings Service, assistant regional administrator for Public Buildings Service in the New England Region, and director of the real estate division in Denver.

Prouty received the GSA Distinguished Service Award in 1987 and 1998, and was named Outstanding Federal Executive by the Greater Boston Federal Executive Board in 1997. He also received the Presidential Meritorious Rank Award in 2000.

Prouty has a Bachelor of Science degree and a Master of Business Administration degree from the University of Colorado.

Howard J. Ross

Howard J. Ross is founder & Chief Learning Officer of Cook Ross Inc. and an acclaimed builder of innovations in the field of diversity and inclusion.

Pioneering. A unifier of people. Inspirational. This is how clients and audiences describe Howard Ross. He is an admired advocate for high-performing organizational cultures that advance people, performance, and profits. Through the power of his ideas and convictions, Howard has emerged as one of the most influential voices on diversity topics including: the impacts of structures and systems, unconscious bias, performance assessment, smart downsizing, and managing a "diversity crisis." He has fostered wide-reaching breakthroughs in mutual understanding between different races, religions, and lifestyles. Howard has served more than 40 years as an influential business consultant to hundreds of organizations across the globe, specializing in leadership, diversity, and organizational transformation. He is the respected architect of award-winning diversity training programs including ReInventing Diversity, the Diversity Toolkit, CultureVision, and Inner Journey Seminars DC. Howard was appointed the 2007-2008 Professor of Diversity in Residence at the Johnnetta B. Cole Global Diversity and Inclusion Institute at Bennett College for Women. He served as the first white male diversity professor for an historically Black women's college. He can be heard on National Public Radio the first Monday of every month at noon, as a regular guest on the Kojo Nnamdi Show.

A former teacher, school administrator, rock and roll musician, and college professor, and a father of four sons and grandfather of four granddaughters, Howard is a celebrated thought leader in building cultural competency and a vigorous advocate for personal and public renewal.

For more information, contact Howard via: <http://www.cookross.com> • (301) 565-4035 • lookingforanswers@cookross.com

Thadius Sale

Thadius Sale is a human resources professional, trainer and facilitator with a focus on Leadership, Diversity and Inclusion, Management, Team Building, Conflict Resolution and Sexual Harassment Prevention design and delivery. Mr. Sale is nationally recognized in the areas of consulting and training. He designs and delivers training for staff, management and senior leadership. His focus is personal empowerment and skills development. The return to the client organization is reduced costs and added value in their products, services and deliverables.

Mr. Sale has conducted seminars and workshops on workplace conflict resolution, EEO and discrimination awareness and prevention, the prevention of sexual harassment, workforce diversity, management practices workshops, facilitation workshops, employee relations, organizational change management, negotiation techniques, fact-finding, alternative dispute resolution, mediation, grievance procedure administration and arbitration, conducting effective meetings, coaching and counseling managers, interviewing skills, interacting with the media, performance appraisal, performance management, team building, and leadership skills development .

He has conducted seminars and workshops for employees, mid-level management and for senior executives, as a small and large group leader, facilitator, coach and instructor, on a local and regional level.

Margaret Unger

Margaret Unger was born in England and has resided in the United States since 1988. Prior to immigrating to the metro Atlanta area, she was a Magistrate/Justice of the Peace on the Bench of the County of Merseyside in the United Kingdom. In 1997 she began her mediation career with the Justice Center of Atlanta with whom she was actively involved until her relocation to Chicago IL in 2004. Currently, Margaret is one of 9 state-wide contracting mediators for the Illinois State Board of Education. Most recently, she founded Kedleston Conflict Management LLC – a private mediation company with a focus on Bioethical and Eldercare issues.

Dr. Alan Zimmerman

Dr. Zimmerman believes you can achieve astonishing results if you know how to communicate with yourself and others. By focusing on such topics as self-esteem, motivation, teamwork, conflict resolution, and change mastery, he teaches people how to bring out the best.

For over 20 years, organizations across the world have been seeking his advice. In fact, he has given more than 3000 programs, and to groups as small as six to audiences of several thousand. His client list includes the biggest and best organizations such as 3M, Prudential, the United States Air Force, and U. S. Steel.

Dr. Zimmerman has a vast array of experience. He has worked as speaker, trainer, consultant since 1972. His background includes work in retail sales, recreation management, radio broadcasting, prison therapy, university teaching, and president of his own consulting company.

He was selected as the "Outstanding Faculty Member" by two different universities, and most recently he was awarded the CSP by the National Speakers Association, an award given to the top 5% of all speakers nationwide. In 2003, he was awarded the CPAE (Council of Peers Award for Excellence) Speaker Hall of Fame by the National Speakers Association. A designation that less than 1% of the NSA speakers hold.

Dr. Zimmerman taught at the University of Minnesota, Emporia State University, Mankato State University, and the University of St. Thomas.

He has spoken to private and public organizations, large Fortune 100 companies, small businesses, professional associations, government, education, and health care companies. With a 92% repeat and referral business, he's one of the most-sought after speakers across the country and around the world.



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