

OVERVIEW

I help leaders to:

- Build resilient organizations that ground policy and action in shared values and sound data
- Resolve strategic administrative and operational problems
- Create a pipeline for developing exceptional leaders
- Cultivate creativity and excellence in high performance teams
- Discover opportunity in complaints, negative publicity, and labor/management disputes
- Transform conflict into collaboration

EXPERIENCE

MIMI ZEMMELMAN, PHD – San Francisco Bay Area, California

Leadership / Organizational Problem Solving/ Conflict Management, 2016 to present

- Research, define, conquer administrative, technology, and governance challenges to support long term success
- Transform needs and issues into values-driven, measurable, sustainable results
- Achieve excellence by growing high performance leaders and teams
- Identify and execute practical and strategic solutions to complex problems
- Leverage conflict and competition toward understanding and collaboration

SAN JOSE CITY COLLEGE – San Jose, California

Adjunct Professor, 2015 to present

- Recognized subject matter expert in court administration
- Design and deliver 4 online college courses in the Administration of Justice Program

CONTRA COSTA SUPERIOR COURT – Martinez, California

Director, Business Planning Information & Programs, 2001-2016

- Trusted member and thought leader in executive team (42 judges, 350 staff, \$58m budget)
- Administered staff, operations for \$1.25 million in annual grant-funded programs
- Led enterprise change effort to transform human resources, fiscal divisions
- Developed and launched legal information website with 1.5+ million annual views: www.cc-courthelp.org
- Reengineered business processes to meet audit requirements: procurement, contracts, grant management
- Achieved dramatic improvements in workforce and performance analytics by creating specialized databases
- Maintained service delivery levels despite need to downsize staff to absorb 33% budget cuts

JUDICIAL COUNCIL OF CALIFORNIA – San Francisco, California

Senior Court Services Analyst, 1997-2001

- Facilitated committee discussions that resulted in 3 new statewide Rules of Court
- Recognized subject matter expert by all 58 Family Court Services Directors in California

COMMUNITY MEDIATION AND DISPUTE RESOLUTION (Mammoth Lakes, Orange, San Jose, Santa Clara California)

- Funded and managed 5+ grants, annual budgets and paid/volunteer staff
- Trained and supervised 25+ mediation panel members
- Mediated 400+ civil, housing, business, employment, divorce, and child custody disputes
- Developed Town & Gown mediation program and provided initial training to mediation panel members
- Presented program for full adoption and institutionalization to Academic Senate

VIRTUAL DISPUTE RESOLUTION ASSOCIATES – Mammoth Lakes, Albany California

Co-founder, President, 1995 - 2001

- Established company to create suite of online conflict resolution tools and self-help products, 1.5 million views/year 'proof of concept' with online legal information: www.cc-courthelp.org
- Authored *Building Parenting Agreements that Work* (Nolo Press, 9 editions, 1995 – 2018)

EDUCATION / CERTIFICATES

- **PhD, Organization** Leadership and Transformation
- **MA.**, Humanities and Leadership
- **BA**, Community Development and Social Cohesion
- **Practitioner Mediator**, National Association of Conflict Resolution

TEACHING, TRAINING, PRESENTATIONS

- Guest lecturer, Saybrook, led full-day workshop for doctoral students on characteristics and implications of unique organizational and leadership patterns in expert-led institutions like hospitals and courts.
- Organizational systems (Association for Conflict Resolution)
- Administration of Justice (San Jose City College)
- Practice and impact of Alternative Dispute Resolution (California Dispute Resolution Council, Academy of Family Mediators, California Judicial Council, Santa Clara University, San Francisco Mediation Society, Family Mediation Canada, British Columbia Bar Association, Association of Family & Conciliation Courts, State Bar of California)

BOARDS AND COMMITTEES

2013–2016	Contra Costa County Community Corrections Partnership
2009–2012	Member, Alternative Dispute Resolution Committee, State Bar of California
2004–2013	Member and Board of Directors, Mediation Society of San Francisco
1995–2001	Practitioner Mediator: Assn. for Conflict Resolution, Academy of Family Mediators
1995–1997	Member, Board of Trustees, Southern Mono Healthcare District
1995–1996	Member, Healthy Families, Healthy Children Task Force
1993–1996	Member and Board of Directors, California Dispute Resolution Council
1991–1993	Appointee, Judicial Council of California, 20/20 Vision Commission
1991–1999	Member, Society for Professionals in Dispute Resolution
1986–1988	Board of Directors, IMACA (Community Action Agency)
1985–1986	Board of Directors, Southern Mono Historical Society
1984–1989	Member, Town of Mammoth Lakes Planning Commission
1988–1995	Member, Middle Income Committee, State Bar of California
1984–1985	Board of Directors, Mono County Economic Development Corporation
1983–1984	Member, Orange County Community Housing Resources Board