

Résumé

Tim Hicks

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SUMMARY

- 27 years conflict resolution experience providing mediation, facilitation, training, consulting, and conflict management systems design to individuals, businesses, and organizations in the public and private sectors
- 9 years as first director of Master's degree program in Conflict and Dispute Resolution, University of Oregon, creating the administrative infrastructure, hiring and supervising the administrative team, hiring and leading faculty, developing programs, mentoring, advising, and counseling students, teaching, leading the program to a position of national prominence
- 9 years experience in a large research university
- Provision of assistance in the establishment of a university ombuds office that served all constituencies (students, faculty, staff, community members)
- 18 years teaching conflict resolution, mediation, and organizational conflict management

PROFESSIONAL COMPETENCIES

- **Facilitation**
 - Problem-solving, strategic-planning, decision-making, team-building, communication and conflict-resolving processes, within and between teams and departments in organizations and businesses, as well as in the public sector
- **Mediation**
 - Numerous workplace cases involving employee relations, Equal Employment Opportunity grievances, sexual harassment, wrongful termination, and Americans With Disabilities Act complaints
 - Resolution of disputes among students and between students and faculty or students and staff within a university graduate program
 - A wide-range of other disputes including divorce, parent/teen, victim/offender reconciliation, business partnerships, contractual disputes, insurance, and real estate
 - Environmental/public policy disputes involving federal, state, and local government agencies and elected officials, environmental organizations, Native American communities, corporate parties, community groups, and other constituencies
 - Over 70 on-line mediations for web-based commercial transaction disputes
- **Multi-party Process Design and Implementation**
 - Design and implementation of multi-stakeholder assessment processes
 - Skilled interviewing
 - Implementation of multi-party negotiation processes from initial assessment through the organization, education, negotiation, and agreement-building phases
 - Public participation and involvement from information delivery to consultation to conflict resolution
- **Program leadership**
 - Administrative, organizational, and supervisory experience
 - Program development and implementation
- **Public Speaking**

- Presentations at conferences and to audiences within university and organizational contexts and to public audiences
- **Collaboration and Team Work**
 - Team player emphasizing collaboration, coordination, cooperation through effective communication
- **Cross-Cultural Communication**
 - Effective communication and building of trust relationships with diverse communities and a wide range of stakeholders
- **Writing**
 - Excellent written communication in all venues (email, memoranda, reports and briefs, etc.)
- **Teaching**
 - Graduate-level teaching of courses including Mediation Skills, Organizational Conflict Management, and Environmental Conflict Resolution
 - Design and delivery of trainings in corporate and organizational settings on communication skills, conflict management and resolution, mediation, negotiation, effective problem solving, effective meetings facilitation and management, people management skills for managers and supervisors, conducting an effective performance review process, supervising in the collaborative workplace, optimizing team performance, mediating and negotiating effective environmental agreements
- **Entrepreneurial Initiative**
 - Creation and development of successful organizations and programs from inception through growth cycle, including strategic planning, hiring, team building, supervision, development of collaborative external partnerships, and organizational implementation and leadership

WORK HISTORY

1/2015 – present	Mediator, facilitator, consultant in private practice
1/2017 – present	Adjunct Professor, Endicott College, Beverly, MA, teaching Introduction to Conflict and its Resolution
7/2014 – 12/2014	Senior project advisor, office of the President, University of Oregon, assisting in the establishment of the new university ombuds office
10/2006 – 6/2014	Director, Master's degree program in Conflict and Dispute Resolution at the University of Oregon
1/1993 – 9/2006	Founder and Director of CONNEXUS Conflict Management
2002 - 2003	Adjunct Professor at Royal Roads University, Victoria, British Columbia (delivered trainings and classes on Negotiation and Managing Public Disputes)
2000 – 2001	Adjunct Professor at JFK University, San Francisco, California (designed and delivered curricula for graduate level courses in Conflict Resolution, Mediation, and Managing Public Disputes)
1999 – 2000	Taught classes on conflict resolution for the School of Business, Sonoma State University, Rohnert Park, California

EDUCATION

MA in Conflict Resolution Antioch University
BA in English Literature University of Western Ontario

Additionally, over 800 hours of training in mediation, communication skills, negotiation, and related subjects.

PUBLICATIONS

Books:

The Process of Business/Environmental Collaborations: Partnering for Sustainability. (Quorum Books, 2000)
Co-authored with Alissa Stern, a text on collaborative partnerships to resolve environmental disputes between corporations and environmental organizations.

Barriers to the Use of Mediation in Environmental Dispute Resolution. (Antioch University, 1997) A study of the barriers to the use of mediation in the environmental/public policy arena.

Embodied Conflict: The Neural Basis of Conflict and Communication. (Routledge, 2018)

Last Stop Before Tomorrow. (iUniverse, 2015) A novel addressing the challenges of climate change.

Articles:

“Seven-Steps for Effective Problem Solving and Decision Making” (1999)

“Another Look at Identity-Based Conflict: The Roots of Conflict in the Psychology of Consciousness” (Negotiation Journal, January 2001).

A series of short information articles, published in business journals in the United States and Canada and on the internet, including:

- “Steps for Setting Up an Effective Conflict Management System”
- “What is Mediation and How Does It Fit In the Workplace?”
- “Mediation in Sexual Harassment Cases”
- “When and Why to Use an External Mediator”
- “When and Why to Use an Outside Facilitator”

INTERNATIONAL EXPERIENCE

North America
Europe
East Africa
Southeast Asia

LANGUAGES

Native English
Conversational French

REFERENCES

Available upon request.