

LOUISE PELLETIER MSW, RSW **MEDIATOR AND CONFLICT MANAGEMENT SPECIALIST**

Managing differences, discovering solutions and building positive relationships



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Louise Pelletier (Partner) brings a background in social work and counselling to her work as a mediator. She holds a Masters of Social Work. Louise has worked in the public, private and non-profit sectors providing education, administration, communication, and social services. In addition, she has practiced for more than 15 years in the areas of victim-offender, family, community, youth mediation and group facilitation. She also serves as a mentor, coach and associate trainer at Resolution Skills Centre.

PROFESSIONAL EXPERIENCE

*Partner, Facilitated Solutions, Winnipeg.
2002-Present*

*Associate Trainer, Resolution Skills Centre
and Mediation Services.
2002-Present*

*Clinical Therapist, The Couples Project,
Elizabeth Hill Counselling Centre
2001-2005*

*Student Advisor and Instructor, School of
Agriculture, University of Manitoba.
1994-2001*

*Administrative Assistant, Various
Organizations
1980-1992*

COMMUNITY EXPERIENCE

*Volunteer Mediator, Mediation Services,
Winnipeg, MB.
1993-Present*

*Board of Directors and Crisis Counsellor,
Teen Touch,
Winnipeg, MB.
1990-1994*

INTERVENTION and TRAINING EXPERTISE

Intervention

- Mediation of Interpersonal Workplace Disputes (*public, private, not-for-profit sectors*)
- Facilitation of Group Workplace Disputes (*public, private, not-for-profit sectors*)
- Mediation of Separation and Divorce Disputes
- Court Diversion Victim/Offender Mediation and Conferencing and Post Plea Victim Offender Dialogue
- Mediation of Community Disputes (*neighbours, churches, community organizations, families, child protection*)

Course/Workshop Coaching and Instruction

- Interpersonal Conflict Resolution
- Mediation Skills Level I and II
- Mediation Practice
- Leading Group Assessments and Intervention
- Coaching for Resolution
- Dealing With Anger
- Building Respectful Workplaces
- Addressing Workplace Conflict

CONFERENCES

- 2004 Association for Conflict Resolution, Annual Conference, Orlando, FL
2008 Association for Conflict Resolution, Annual Conference, Austin, TX

POST-SECONDARY EDUCATION

- 2005 Masters of Social Work, Clinical Specialty in Domestic Violence, University of Manitoba
1994 Bachelor of Arts, Sociology and Justice and Law Enforcement, University of Winnipeg

CONTINUING EDUCATION

- 2009 Mindfulness Mediation, Daniel Bowling, Winnipeg, MB
2008 Comprehensive Certificate in Conflict Resolution, Mediation Services, Winnipeg, MB
2002 Dealing with Defensiveness, Donna Soales, Winnipeg, MB