

## SANDRA KOOP HARDER MEDIATOR AND CONFLICT MANAGEMENT SPECIALIST

Managing differences, discovering solutions and building positive relationships



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**Sandra Koop Harder (Partner)** has 15 years of experience in mediation, training and program administration. Previous to her work at FS, Sandy managed the training programs at Resolution Skills Centre and provided mediation in victim/offender, family, community and workplace contexts at Mediation Services. She also has international experience in the field, most recently working with communities in conflict in Belfast, Northern Ireland. Sandy holds degrees in theology, religious studies and conflict resolution studies. Sandy is the Business Manager and a Partner at FS.

### PROFESSIONAL EXPERIENCE

*Partner and Business Manager, Facilitated Solutions, Winnipeg, MB  
2009 – Present*

*Associate Mediator and Executive Administrator, Facilitated Solutions, Winnipeg.  
2006 – 2009*

*Training Coordinator, Resolution Skills Centre of Mediation Services, Winnipeg.  
2007 – 2009*

*Trauma Counsellor, Mennonite Central Committee, Belfast, Northern Ireland.  
2005 – 2006*

*Associate Trainer, Mediation Services.  
2003 – 2005*

*Training Program Coordinator, Mediator and Trainer, Mediation Services.  
2000 – 2003*

*Volunteer Program Coordinator, Mediator and Trainer, Mediation Services. 1996 – 2003*

*Court Program Caseworker, Mediator and Trainer, Mediation Services.  
1996 - 2000*

### COMMUNITY EXPERIENCE

*Volunteer Mediator, Mediation Services, Winnipeg, MB  
2003 – 2005 and 2007 – Present*

*Youth Strategy Convenor, Fortwilliam Park Presbytery, Belfast, Northern Ireland  
2005 – Present*

*Board Member, Mennonite Central Committee Canada  
2003 – 2005*

*Board Member, Elizabeth Fry Society of Manitoba 1999 – 2001*

## ***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*)
- Child and Family Support/Counselling
- Court Diversion Victim/Offender Mediation and Conferencing and Post Plea Victim Offender Dialogue
- Mediation of Community Disputes (*neighbours, faith based and community organizations, families, child protection*)

### ***Course/Workshop Development, Coaching and Instruction***

- Trauma Awareness for Service Providers
- Impacts of Trauma on Faith Communities: Our Response and Responsibilities
- Interpersonal Conflict Resolution
- Mediation Skills Level I and II
- Mediation Practice
- Introduction to Victim/Offender Mediation for Volunteers
- Victim Sensitivity and Restorative Justice Processes
- Conferencing in Aboriginal Communities
- Case Development: Preparing Clients for Mediation
- Advanced Victim/Offender Mediation: Deepening Our Practice
- Conciliation Skills: Informal Third Party Involvement in Conflict
- Providing Effective Feedback and Assessment in the Workplace
- Dealing With Anger
- Systemic Issues in Restorative Victim/Offender Conferencing
- Restorative Approaches: Models for Victim/Offender Facilitated Dialogue

## **CONFERENCES**

- |      |   |
|------|---|
| 2009 | Association for Conflict Resolution, Annual Conference, Atlanta, GA                     |
| 2008 | Association for Conflict Resolution, Annual Conference, Austin, TX                      |
| 2007 | Association for Conflict Resolution, Annual Conference, Phoenix, AZ                     |
| 2006 | Interaction: Network for Conflict Resolution, Annual Conference, Winnipeg, MB           |
| 2001 | Victim Offender Mediation Association, Annual Conference, Portland, OR                  |
| 2000 | Victim Offender Mediation Association, Annual Conference, St. Paul, MN                  |
| 2000 | Annual Restorative Justice Conference and Elders' Gathering, Ganootamaage, Winnipeg, MB |
| 1999 | Victim Offender Mediation Association, Annual Conference, Harrisonburg, PA              |
| 1999 | Annual Restorative Justice Conference and Elders' Gathering, Ganootamaage, Winnipeg, MB |
| 1998 | Family Mediation Canada, Annual Conference, Saskatoon, SK                               |
| 1997 | Canadian Administrators of Volunteer Resources, Annual Conference, Winnipeg, MB         |

## **POST-SECONDARY EDUCATION**

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| 1996 | Bachelor of Arts (Conflict Resolution Studies and Religious Studies), University of Winnipeg |
| 1994 | Bachelor of Theology, Canadian Mennonite Bible College, Winnipeg, MB                         |

***CONTINUING EDUCATION***

- 2009 Mindfulness Meditation, Daniel Bowling, Winnipeg, MB
- 2007 Mindfulness Based Stress Reduction, CMHA, Winnipeg, MB
- 2006 Leading Group Intervention and Assessment, Winnipeg, MB
- 2005 Shattered Lives and Hope of Healing for Victims of Trauma, UQSC, Belfast, NI
- 2005 Applied Suicide Intervention Skills Training, Jo Murphy, Belfast, NI
- 2005 Restorative Practice and Discipline in Schools, Lorraine Stutzman Amsutz, Belfast, NI
- 2005 Keeping Safe Child Protection Training, Volunteer Development Agency, Belfast, NI
- 2004 Intervening in Cross Cultural Conflict, Mediation Services, Winnipeg, MB
- 2003 Group Mediation Processes, David Dyck, Winnipeg, MB
- 2002 Delivering Difficult Feedback, Janet P. Schmidt and Adrian Challis, Winnipeg, MB
- 2001 Facilitation Skills: Mediating Groups in Dispute, Pat Lazaruk, Winnipeg, MB
- 2001 The Role of Forgiveness in Mediation, Mary and Don Streufert, Portland, OR
- 2001 Supportive Organisational and Cultural Climates, Al Wengerd, Portland, OR
- 2001 Role Play Development for Trainers, H&H Consultants, Portland, OR
- 2001 Victim Sensitivity and Awareness, Wilma Derksen, Winnipeg, MB
- 2000 Conciliation Skills, Mediation Services, Winnipeg, MB
- 2000 Legal Issues in Divorce Mediation for Non-Lawyers, Family Mediation Manitoba, Winnipeg, MB
- 1999 Victim Sensitive Mediation, Mark Umbreit, St. Paul, MN
- 1999 Mediating Crimes of Severe Violence, Mark Umbreit, St. Paul, MN
- 1999 Dealing with Sexual Abuse Restoratively, Mark Yantzi and Deborah Ingraham, St. Paul, MN
- 1999 Certificate in Conflict Resolution, Mediation Services, Winnipeg, MB
- 1999 Building Consensus, Mediation Services, Winnipeg, MB
- 1997 Divorce Mediation, Gordon Sloane, Winnipeg, MB
- 1997 Training for Trainers, Kathy Lautens, Winnipeg, MB
- 1997 Case Development in Mediation, Mediation Services, Winnipeg, MB
- 1996 Training for Trainers, Karen Ridd, Winnipeg, MB
- 1996 Dealing With Anger, Mediation Services, Winnipeg, MB
- 1996 Mediation Skills Level 2, Mediation Services, Winnipeg, MB
- 1996 Conflict in Groups, Barbara Daté, Winnipeg, MB
- 1995 Mediation Skills Level 1, Mediation Services, Winnipeg, MB
- 1995 Negotiation Skills Level I, Mediation Services, Winnipeg, MB
- 1995 Latin American Realities, Peter Stucky and Hugo Carreras, Bogotá, Colombia
- 1994 Communication Styles at Work, Barbara Daté, Winnipeg, MB
- 1994 Interpersonal Conflict Resolution, Mediation Services, Winnipeg, MB

***OTHER VOLUNTEER EXPERIENCE***

- 2005 – 2006 Currie Primary School, Belfast, NI
- 2005 – 2006 HomeStart, Belfast, NI
- 1998 – 2000 Aboriginal Ganootamaage Justice Services of Winnipeg, Winnipeg, MB
- 1997 – 2000 Open Circle Prison Visitation Program, Winnipeg, MB
- 1996 – 1999 Community Ministries with Ex-Offenders, Winnipeg, MB
- 1995 JustaPaz, Bogotá, Colombia
- 1995 Collectivo Para Objecion de la Conscientia, Bogotá, Colombia

***PROFESSIONAL AND COMMUNITY MEMBERSHIPS***

- 2005 – 2006 Belfast Philharmonic Choir, Belfast, NI
- 2002 – 2005 Mennonite Festival Chorus, Winnipeg, MB
- 1999 – 2000 Elizabeth Fry Society of Manitoba, Winnipeg, MB
- 1997 – Present Mediation Services: A Community Resource for Conflict Resolution, Winnipeg, MB