



Dr. Char Wittenberg
Advanced Mediator and Arbitrator
Licensed Professional Counselor
Chief Operating Officer, Austin Texas Mediators LLC
dba Mediators & Arbitrators of America

My current and past work, especially in the conflict resolution area, shows how committed I am to assisting individuals in clarifying goals, and identifying options and opportunities. This is exemplified from my work with the Federal government in the alternative dispute resolution area to advanced family mediation with Mediators & Arbitrators of America (MAA). I truly enjoy the dispute resolution process and exploring what we can do to arrive at a mediated settlement agreement. I will educate you on the options and use the wonderful tool of mediation to get you through your tough situation so you can move on with your life. I am an advanced Mediator – qualified by the State of Texas to mediate all types of mediations to include advanced family/divorce mediations; I also am a trained arbitrator.

Throughout my career, I have often been appointed by leadership to represent agencies in the education of trainers and staff in the areas of leadership development, communication initiatives, cultural awareness, and employee sensitivity. As part of my responsibility as the Chief of Staff for Enforcement Removal Operations (ERO) at the Department of Homeland Security, I was responsible for ERO's efforts in staffing and training over 6,500 staff nationwide. This included overseeing the development and implementation of the Supervisory Leadership Training program to provide first line supervisors with necessary technical, administrative, and leadership competencies. While there I handled public perception, media, and implementation of policy for Congressional programs while managing expectations for critical stakeholders in the community. I am accustomed to having to expertly manage communication not only between individuals, but between sectors of workplace and the public as well. I have extensive training experience in strategic planning, workplace and personal resiliency, stress management, group dynamics and teamwork, and communications.

Regarding my current work portfolio, I assist the owner of Mediators & Arbitrators of America ("MAA"), Barbara Allen, with all operations of MAA. This includes the oversight all for curriculum development and training for corporate, small business clients, and government entities. This training is a specialized approach to educate employees on acceptable and safe work area practices, to include such specialty topics as anti-harassment, bullying, gender bias, hostility, discrimination and retaliation, racial and cultural differences, and senior awareness. Emphasis is also placed on the conflict resolution process and effective communication strategies. In addition, I am a lead trainer for MAA and in this capacity, I provide instruction in Basic Mediation, Advanced Mediation, Child Protective Services Mediation, Elder Care Mediation, Cultural Awareness and Anti-Harassment Training. MAA also provides Executive Coaching Services. MAA's programs are tailored to individual needs and goals. The core elements of these programs include self-awareness; leveraging existing strengths; and developing new skills to see others more clearly. Other skill sets focus on how to be intentionally responsive and not reactive; ways to build more productive relationships; professional communication techniques; understanding of core beliefs; worldview; values; unconscious biases; and identifying strategies to achieve goals.

I have over 34 years of experience with the Federal government and hold a Doctorate in Public Administration from the School of Planning and Policy Development, University of Southern California. I am a Licensed Professional Counselor and a National Certified Counselor. I am trained and certified by the International Critical Incident Foundation in Group and Individual Critical Incident Stress Management. I also volunteer with the American Red Cross and have received training in Shelter Fundamentals, Disaster Assessment, Client Assistance Services, Disaster Mental Health, and is a member of their Disaster Action Team. In addition, I serve on the VanRoss Foundation Board.



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Education:

D.P.A – University of Southern California, School of Planning and Policy Development

M.P.A. – Public Administration – University of Southern California

M.S. – Clinical Mental Health Counseling – Walden University M.A. – Sociology, Criminology (Counseling)– Kent State University

B.A. – Political Science – Kent State University

Demonstrated Expertise in the Following:

Executive Coaching

Organizational Leadership and Administration

Mediation and Arbitration/Conflict Resolution: EEO and MSPB

Law Enforcement Operations, Detention Management, Investigations

Government Policy

University Instructor

Accomplished Speaker

Public and Congressional Relations

Employment and Training of Staff

Management of Personnel, Resources, and Programs

Strategic Planning and Coalition Building

Group Dynamics and Team Building

Program Development and Change Management

Critical Incident Stress Management

Development, Implementation, and Instruction of Peer Support Programs

Publications:

Wittenberg, C. (2003). *Organizational commitment: The interplay of communication relationship satisfaction and boundary-spanning activities*. Los Angeles, CA: USC Press.

Board Membership

VanRoss Foundation Board

Professional Associations

American Counseling Association

Texas Association of Mediators

Texas Mediator Credentialing Association

American Red Cross – Volunteer

National Sheriff's Association

William Glasser Institute

Texas Mediation Trainers Roundtable Co-convenor