



## Suzanne Winlove-Smith

### **Professional Attributes**

Self-motivated, enthusiastic, and committed individual with a passion for helping others through communication, conflict resolution, motivation and empowerment.

Advanced communication, investigative, interviewing and assessment skills. Committed to helping individuals develop constructive, collaborative agreements that support healthy, productive relationships in the most cost effective manner. Problem solving, leadership, research and organizational skills are some of the qualities developed from my experience as an administrator, a supervisor, a teacher, a researcher, and a business owner/developer/entrepreneur.

Committed to maintaining consistent client satisfaction. Adept at developing credibility and confidence with the public. Open minded and flexible. A solid reputation for upholding high ethical standards and realizing corporate goals and objectives.

Excellent written, communication and presentation skills.

### **Experience**

#### **WORKPLACE MEDIATOR, CONFLICT RESOLUTION SPECIALIST, OTTAWA, ON. JANUARY 2010 – PRESENT**

Providing workplace mediation for increased productivity, improved working environment, innovative solutions and successful teams. Mediation of workplace disputes to achieve the most satisfactory, timely and cost-effective resolution. Results include strengthened relationships, creative problem solving, and lasting agreements for addressing current and future challenges.

#### **FAMILY MEDIATOR, KW MEDIATION SERVICES, OTTAWA, ON. MARCH 2011 - PRESENT**

Providing court based Family Mediation services at the Family Law Information Centre in the Ottawa & Cornwall Court Houses. Assisting individuals in resolving issues relating to parenting, separation, and/or divorce. Presenter for Mandatory Information Sessions to educate attendees on the effects of relationship breakdown on themselves, their children and providing legal options as well as information on the court process. Attending morning court to present options for dispute resolution, conducting intake interview, co-mediating and facilitating.

#### **INFORMATION AND REFERRAL COORDINATOR, CORNWALL, ON. MARCH 2017 - PRESENT**

Providing information about legal options for separation/divorce, educating individuals on the effects of separation on adults and children, and the family court process. Helping parties understand their avenues for resolution and make referrals to appropriate services in their communities.

#### **FAMILY MEDIATOR, CONCORDIA CONSULTING, ARNPRIOR, ON. OCT. 2015 - JAN. 2017**

Providing court based Family Mediation services at the Family Law Information Centre in the Pembroke & Cornwall Court Houses. Assisting individuals in resolving issues relating to parenting, separation, and/or divorce. Presenter for Mandatory Information Sessions to educate attendees on the effects of relationship breakdown on themselves, their children and providing legal options as well as information on the court process.

#### **FAMILY MEDIATOR, FRASER MEDIATION SERVICES, BROCKVILLE, ON. OCT 2012 - MAY 2014**

Providing court based Family Mediation at the Family Law Information Centre in the Perth and Brockville Court Houses. Assessing clients through intake interviews, presenter for Mandatory Information Sessions, attending morning court to answer questions for attendees, co-mediating and facilitating. Providing Information and referral services to individuals who are involved in family breakdown and child protection matters.

**FACILITATOR - LANARK COUNTY COMMUNITY JUSTICE PROGRAM, PERTH ON. MAY 2012 - PRESENT.**

Attending forums that bring together victims, the accused, and their respective support people regarding criminal behavior and its impact. Assist in providing a structured conversation leading to written agreements for participants using the principals of restorative justice. [www.communityjustice.org](http://www.communityjustice.org)

**MEDIATION COACH FOR CARLETON UNIVERSITY GRADUATE DEGREE PROGRAM IN CONFLICT RESOLUTION, 2010 - PRESENT**

Coaching new CCR students in simulated role play sessions in order to prepare them for their skills assessment. Attending monthly Coaches meetings to facilitate ongoing integration of knowledge and skill in Conflict Resolution. Have received on-going training in advanced mediation as well as receiving the benefits of having access to a community of learning that allows for interaction, engaging in joint activities, discussions and information sharing.

**YOGA INSTRUCTOR/BUSINESS OWNER, ALMONTE YOGA, ALMONTE, ON, 2004 - PRESENT**

Teaching private, and community classes throughout the Lanark County, Mississippi Mills area for adults and children. Created and executed a Yoga workshop program for Elementary School children to over 200 students. On-going development and implementation of numerous programs for self-growth, empowerment and healthy living.

**RESEARCH ASSISTANT, HARVARD MEDICAL SCHOOL, BOSTON, MA, 2008-2009**

Instructing yoga as part of the curriculum on the benefits of yoga in Elementary School children for medical research study. Working with the School Board, recruiting volunteers, administering research questionnaires to students in the program, compiling data.

**WORK SYSTEMS RENEWAL REPRESENTATIVE, PROCTER & GAMBLE, BROCKVILLE, ON. 1989-2002**

Developed and implemented a dramatic new work system. Confidence and leadership led the way to streamlined systems through creative problem solving. Excelled in communicating with staff in all departments and at all levels. Conflict and communication skills led to harmonizing work environment to achieve maximum results.

**Education**

Conversational Intelligence, Judith E. Glaser, Neuroscience 2017 – 2018

Carleton University, Ottawa, On. - Graduate Degree Certificate in the Department of Law for Conflict Resolution, June 2010.

Community Justice Youth training, Kingston, On, May 2012.

The Mediation Centre, Barrie, On. - 40 hour Advanced Family Mediation training, November 2011.

The Mediation Centre, Barrie, On. - 14 hour Domestic Violence training, January 2011.

Yoga Ed, Lennox, MA - Yoga Ed Teacher Training, Certified Yoga Ed Instructor, July 2008.

Brigham and Women's Hospital, Boston, MA - Human Subjects Research Certification, 2008.

School of Yoga Therapy & Natural Medicine, Toronto, On. - Kundalini Yoga Teacher Training Certified Kundalini Yoga Instructor, 2004. Continuing education in Women Studies.

Skillpath, Brockville, On. - How to Motivate, Manage and Lead A Team, certificate, 1996.

Algonquin College, Ottawa, On. - Administrative Diploma, 1988.

Smiths Falls District Collegiate Institute, Smiths Falls, On. - H.S., 1987.

## **Certifications**

Dealing with High Conflict Individuals, Spousal Support Guidelines Child Resistance & Parent Rejection Child Support Guidelines Domestic Violence and Abuse Certification Managing High Conflict Personalities in Divorce & Family Violence High Conflict Divorce & Separation Training, , Can We Talk? Intimate Partner Violence

## **Special Mention**

Volunteer, Lanark County Interval House, Carlton Place, On. Working with women and their children whose safety is threatened by abuse and gender based violence.

Over 50 hours of Coached Role play practice as Mediator with the Carleton University Coaching Program

Organizer, Power Up Your Life - Tools for Living. [www.powerupyourlife.ca](http://www.powerupyourlife.ca)

Organizer, C.A.M.P. - Confidence Always Manifests Possibilities.

Organizer, Yogafest - Festival for Healthy Living. Volunteer, Lanark County Interval House, Carleton Place, On.

Volunteer, Holy Name of Mary School, Almonte, On. - Mentoring children with learning disabilities.

## **Referrals**

**Daniel F. Lanoue** B.A.(Hons.)MSW RSW CP Med. Acc. FM (OAFM)

Director, Accredited Family Mediator at Renfrew County Mediation Services  
613-623-5587

P:

**Michael Kushnir** B.A., LL.B, B.C.L.

Director, Lawyer & Accredited Family Mediator at KW Mediation Services  
613.237.1807