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Vivian Scott

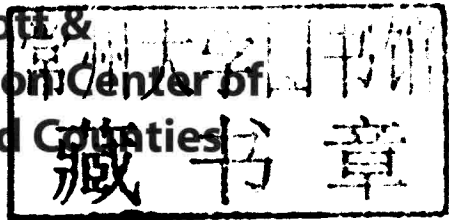
Certified Professional Mediator

**The Dispute Resolution Center
of Snohomish & Island Counties**



***Conflict Resolution
at Work***
FOR
DUMMIES®

by Vivian Scott &
The Dispute Resolution Center of
Snohomish & Island Counties



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About the Author

Vivian Scott is a Professional Certified Mediator with a private practice in Snohomish, Washington. She has handled a variety of workplace cases, ranging from helping business partners end their relationship with dignity to creating a new working environment for a law firm. She has completed an extensive practicum and certification program with the Dispute Resolution Center of Snohomish & Island Counties, where she mediates on a regular basis helping parties resolve conflict in workplace, family, consumer, and landlord/tenant disputes. Scott is a member of the Washington Mediation Association and spends much of her time advocating for meaningful resolution.

Prior to retiring in 1999 from the competitive world of high-tech marketing, she realized that resolving conflict within the confines of office politics was paramount to success. She used her discerning negotiation, mediation, and problem-solving skills to forge and cultivate relationships with Washington, D.C.-based small business associations and departments on behalf of her employer, earning a rare personal honor from the Small Business Administration for her commitment to the business community.

Scott received the Silver Screen Award from the U.S. International Film and Video Festival for outstanding creativity for her role as developer and Executive Producer of the *America at Work* video series, which aired on the USA Network. She holds a BA in Interdisciplinary Arts & Sciences with an emphasis in American Studies from the University of Washington.

Scott lives with her partner of 11 years, Brent, and is the proud mom to a grown daughter, Vanessa, who will soon be a stellar attorney and mediator in her own right. Scott can be reached through her Web site at www.vivianscottmediation.com.

Dedication

To Vanessa and Brent, who always give me a soft place to land. Thank you for seeing my imperfections and loving me anyway.

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Ryan Mattfeld, Certified Mediator and Senior Trainer at the DRC, who has a BA in Sociology from Western Washington University. Ryan is responsible for developing DRC trainings as well as designing new mediation products and materials. Ryan lives in Seattle with his wife, Christine, and their son, Reese.

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Kathy Rice, Executive Mediator and Program Manager, who has mediated more than 1,000 cases in her career. She has worked in the field of conflict resolution for over 16 years, designing, customizing, and providing successful conflict resolution trainings, mediations, and services.

The Dispute Resolution Center is an alternative justice center that provides a wide range of ADR services, including mediation, training, and a full array of workplace conflict resolution services. Its program Director, Matt Phillips, JD, has worked in the field of ADR for 10 years. The DRC is a program of the Volunteers of America Western Washington. Special thanks to Gloria Elledge, Kathleen Rostkoski, and Anahi Machiavelli for holding down the fort while the rest of us wrote.

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