

Resume

Contact Information

Erika Deines, B.A. CMed.
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Personal overview/ Professional philosophy

Erika is a Chartered Mediator, Conflict Coach and certified Consultant in Workplace Mediation. She is President of Deines & Associates, a dispute resolution (DR) service provider, registered in Alberta and B.C. Over the past fourteen years, Erika has been the mediator and co-mediator for mediations of high conflict nature. She has been invited to engage her services in nonprofit board and staff issues, and has facilitated municipal bylaw task forces, town hall meetings for community developments, conducted PADRs (preliminary alternative-DR meetings) for landowners in dispute with the energy sector, First Nations concerns, and consumer complaints for the Better Business Bureau.

Samples of Erika's engagements as facilitator for public forums and groups from 4 to 100 participants are:

City of Medicine Hat

- Employee Training and Facilitation

Town of Cochrane

- Multi-Stakeholder Facilitations:
 - Noise and Nuisance Bylaw Review task force
 - RV Parking Bylaw Review task force

Interior Health Authority of British Columbia

- Managers' Workplace Mediation Training (various satellite locations)

Community Futures, British Columbia

- Strategic Planning Sessions for board and staff

Ktunaxa Bands, British Columbia

- Mediation services (various Bands)

AltaLink, L.P. and others

- Public Forum Facilitations

Alberta Cancer Board

- Team Coaching and Facilitation

Mediation Experience

Executive Director (2011 – March 2014)

ADR Institute of Alberta

former Alberta Arbitration and Mediation Society

ADR (Alternative Dispute Resolution) Facilitation Advisor
Multi-party facilitations involving various municipal districts and counties
Alberta Energy Resources Conservation Board

Lead, Court of Queen's Bench and Provincial Court Mediation
Established and coached a team of court mediators; delivered a pilot project; co-established a regional community mediation & restorative justice program (City of Lethbridge and surrounding area)
Alberta Justice

President
Service Provider and Mediator for dozens of oil and gas sector disputes
ADRprofessionals.ca Inc.

Mediation Coordinator
Liaison between City of Calgary, City Police and Bylaw Officers and the public
Community Mediation Calgary Society

Education and Professional Training

- Post-graduate study in NeuroScience of Leadership (2010)
- B.A. in Justice Studies, Royal Roads University, Victoria (2006)
- Business Administration Diploma - School of Business (1970) in Austria/Europe
- Paralegal Certificate, Court of Queen's Bench (Solicitor General, Alberta) (2005)
- Chartered Mediator, national designation from ADR Institute of Canada (2003)
- Workplace Fairness Analyst, Workplace Fairness Institute (Blaine Donais) (2012)
- Conflict Resolution Management Certificate – AAMS (1999)
- Family Mediation Certificate - Mount Royal College, Calgary (1998)
- LAB Profile Consultant and Trainer (Language & Behavior), Tuscany/Italy (2007)
- Graduate in The Art & Science of Coaching – Erickson College, Vancouver (2004)
- PULSE Institute – Train-the-Trainer for Mediation program – Canmore, AB (2004)
- Certified Consultant in Workplace Mediation – MTI International, USA (2003)
- Facilitator Training, Family Group Conferencing – Mount Royal College (1999)

Community Involvement and Affiliations

Current affiliations:

- NeuroLeadership Institute
- ADR Institute of Alberta & ADR Institute of Canada
- International Coaching Federation & Calgary Chapter

References available upon request.