



*Nancy A. Peterson, M.Med.*

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## **Mediation Career Overview**

With a career that has been hallmarked by an interest in helping people, Nancy has a substantial background in mediation, as a mediation trainer and related coursework writer, workplace conflict counselor and bespoke programme designer. Along with partner, Frank Hanna, D.Med, Nancy co-founded The Mediation Agency in 1998. Since its inception, it has become one of the most successful mediation and conflict maintenance service providers in the USA and the UK. Additionally Nancy is a journalist, a web site designer and created and maintains The Mediation Agency web site; <http://www.mediationagency.com>

Within the field of mediation, Nancy has worked with the USA Justice Department as a part of their Mediation Programme, as a mediator for the Attorney General's office, and for the Probation Court Mediation Programme in Maricopa County, Arizona. From 2000 until 2002, Nancy used her mediation experience as a volunteer group counselor in the substance abuse programme for Salvation Army and found the experience to be rewarding as well as enlightening into the power of mediation concepts used in counseling programmes.

In 2004, at the request of students, Nancy created The Mediation Dictionary, an on-line resource of the terminologies and language of mediation; <http://www.mediationdictionary.com>

In 2005, Nancy developed an on-line course of study for Cloverdale College in Indiana. She designed it with a focus to help students understand the basics of mediation and to inspire them to learn more. In 2006 Cloverdale College was officially made the undergraduate school for Graduate Theological Foundation and Nancy was asked to design a bachelor's degree programme for mediation. The Cloverdale College bachelor's degree in mediation (B.Med.) programme was publicly presented in July of 2006. Dr. Hanna and Nancy continue to play a key role in its continuing development and operation.

[http://www.gtfeducation.org/html/Academics/Cloverdale\\_College/Degrees/BMed.html](http://www.gtfeducation.org/html/Academics/Cloverdale_College/Degrees/BMed.html)

## **Employment**

- **New York State Dispute Resolution Association, Inc. (NYSdra)**  
[\[http://www.nysdra.org\]](http://www.nysdra.org) October 2005 – (No longer active, but still acting in an advisory capacity.)

<sup>1</sup>Director of Education and Professional Development

NYSdra operates statewide as an organization representing 62 community mediation centers. As director of education, Nancy was charged with the responsibility and privilege of educating and raising standards throughout New York. Her mission was two-fold; she organized alternative dispute resolution training events for members and trained or spoke professionally on behalf of NYSDRA. Projects included the on-going development of a mediator certification program for New York State, a statewide conference in collaboration with Association for Conflict Resolution Greater New York (ACRGNY) in Autumn of 2006, and a Kodak sponsored regional workplace symposium which was held September 2006 in Buffalo, New York. Additionally Nancy created the NYSDRA sponsorship whitepaper and a syllabus of proposal for sourcing business opportunities with NYSDRA to help develop its revenue streams to support its non profit programmes and operation.

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<sup>1</sup> Nancy's affiliation with The Mediation Agency continued without interruption during her term of employment with NYSDRA as in doing so posed no direct conflict of interest.

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Resume of Nancy Peterson, M. Med.

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### **The Mediation Agency**

October 1998 – Current

Co-Founder / Director

- **The Mediation Agency** Co founder / Director 1998 to present

*The Mediation Agency* was established in 1998 by Frank Hanna and Nancy Peterson to offer professional mediation services. In 2001 those services were expanded to include a 40-hour mediation training programme. The training programme, lead by Frank Hanna, became recognised as one of the best in the USA and was one of only three recognised institutions certified in Mediation Training in Arizona. Since that time, Nancy and Frank have trained over 600 mediators worldwide, and have been instructed by the Cities of Phoenix, Mesa, Town of Gilbert and Chandler in Arizona to train staff and as mediators to resolve conflict within city departments. In 2000 they recognized a growing need for conflict resolution within the workplace and expanded their services to offer a mediation consultancy service to help companies establish in-house adult peer mediation programmes.

In 2007 The Mediation Agency moved its base of operation to the UK and expanded their mediation training programme to 60 hours to include emerging conflict psychologies' and new workplace mediation applications.

### **Education**

Bachelor of Art at Cloverdale College of Indiana – With an emphasis in Mediation (Transcript available upon request)

Masters Degree in Mediation from Graduate Theological Foundation (M.Med.) (Transcript available upon request)

Member Chartered Institute of Journalists – London, England

Arizona National Guard – Advanced Mediation Training (August 1999)

Arizona Adult Probation Department – Mediation / Facilitation Training (August 2000)

Certified 60-Hour Mediation Training – On-going teaching assignments with Dr. Frank Hanna at the Mediation Agency [see <http://www.mediationagency.com> ]

Department of the USA Attorney General Mediation Certification (September 1998)

Salvation Army (ARC) (October of 2000 to 2002) Drug and Alcohol Substance Abuse Internship – Counseling men and women in a substance abuse recovery program at the Salvation Army's Rehabilitation Center in Phoenix Arizona.

### **References` Available Upon Request**

View testimonials on-line: <http://www.mediationagency.com/pdf/testimonials.pdf>

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