

HEATHER STEWART



MA, C.Med., Cert. Ombuds

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OVERVIEW

Heather has developed her capacity and experience over many years to be able to lead and to offer services for collaboration, working through conflict, coming to agreements, development, and finding peace. Richness has come from varied experience in conflict analysis and management. Her work has included assisting others throughout the province, within and between urban and rural communities, with Indigenous groups, and Industry. Academic training provided a foundation for her work, which led to invaluable wisdom gleaned from each project. For example, receiving individual instruction while spending days with Indigenous Elders for the purpose of identifying differences in “World Views” has instilled knowledge for creating ethical spaces for managing disputes and working together.

Heather has enjoyed expanding her capabilities through collaboration with other practitioners. The result of this collaboration is the provision of a comprehensive and extensive toolkit for problem solving. For example, Dave Dmytryshyn provides a wealth of knowledge and experience gleaned from a career working with municipalities in multiple capacities. His real world-experiences combined with Heather’s depth of conflict analysis and management skills allows them to provide exceptional service for conflict resolution, negotiation, mediation, and collaboration.

MEDIATION AND FACILITATION EXPERIENCE

- **Intermunicipal Collaboration Framework (ICF) development** – *as a member of a consulting Team*
- **Oil and Gas disputes** – *company-to-company, as well as between companies and landowners, Alberta Energy Regulator*
- **Case Coordinator, Trainer, Mediator, and Workshop Facilitator, Mediation and Restorative Justice**
- **Province-wide Consultation with groups for the purpose of furthering Restorative Justice work, Alberta Restorative Justice Association**
- **Civil Court Mediation Roster**
- **Contract Mediation and Conflict Management Training Coach and Instructor** –*ADR International Group and ADRIA*
- **Workplace Analyst and Mediator/Facilitator, Private Contractor**

EDUCATION, DESIGNATIONS and CERTIFICATES

- **Master of Arts in Conflict Analysis and Management**, Royal Roads University
- **Chartered Mediator**, ADR Institute of Canada, 2020
- **Basic and Advanced Investigation Techniques**, Rubin Thomlinson, 2020
- **Certified Workplace Fairness Analyst**, ADRIA and the Workplace Fairness Institute, 2018
- **Certified Ombuds**, Osgoode Hall Law School, York University, 2018
- **Consensus Decision-Making Certificate**, ADR Institute of Alberta (ADRIA) 2017
- **Certified Conflict Coach**, ADRIA and Deines & Associates, 2016
- **Divorce & Separation Mediation Certificate**, ADRIA 2016
- **Certificate in Conflict Leadership**, ADRIA, 2015
- **Qualified Mediator**, ADR Institute of Canada, 2015

ALTERNATIVE DISPUTE RESOLUTION and FACILITATION TRAINING

- **Harvard Master Class for Experienced Negotiators**, Harvard Law School
- **Basic and Advanced Investigation Techniques Certificates**, Rubin Thomlinson
- **Coaching Through Conflict**, ADRLI
- **Human Interactions – Neuroscience, Micro-Behaviors and Agreements – Masterclasses**, Alan Parker
- **Facilitating Workplace Restoration**, ADRLI
- **Workplace Restoration & Fairness Analyst Certification Training**, Workplace Fairness Institute
- **Osgoode/FCO Certificate – Essentials for Ombuds**, York University
- **Consensus Decision Making**, ADRIA
- **Conflict Coaching**, ADRIA and Deines & Associates
- **Divorce and Separation Practicum**, Government of Alberta Family Justice Resolution Services
- **Separation and Divorce Mediation**, Modules I, II, & III, ADRIA
- **Restorative Justice**, Mediation and Restorative Justice Centre
- **Oil and Gas Fundamentals for Conflict Management Practitioners**, ADRIA
- **Facilitation Skills for On-Line Mediators**, Royal Roads University
- **Mediation Case Development**, ADRIA
- **Multi-Party Mediation**, ADRIA
- **National Introductory Mediation Training**, ADRIA
- **Communications in ADR**, ADRIA

PROFESSIONAL MEMBERSHIPS

- **Chartered Mediator**, ADR Institute of Canada
- **Workplace Fairness Specialist**, Workplace Fairness Specialist Institute

REFERENCES

Available Upon Request