

MARY SKELTON ROBERTS

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SUMMARY OF QUALIFICATIONS

- 10+ years of experience as a mediator, facilitator, strategic planner, and trainer
 - Substantive expertise in public policy, community development, and environmental management
 - 3 years of international experience providing mediation, training and conflict resolution services to a diverse client base
 - Bicultural and bilingual; have worked with diverse populations displaying sensitivity to racial and ethnic issues; native Spanish speaker of Afro-Cuban decent
 - Strong background in theory and practice of negotiation and collaborative problem solving
 - Received Mediation Accreditation from Harvard Law School and Center for Effective Dispute Resolution; in addition, received a *Specialization in Negotiation* certificate from The Program on Negotiation at Harvard Law School
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EXPERIENCE

(This list represents examples of experience. A more comprehensive CV is available upon request.)

Consensus Building Institute, Cambridge, MA

2003-

Senior Mediator who conducts conflict assessments, manages the Environmental Justice capacity public program, mediates disputes, and conducts trainings in community and coalition building, negotiation, and consensus building.

Centre for Effective Dispute Resolution, London, England

1999 – 2002

Hired as a consultant and trainer to conduct advanced mediation training to attorneys, senior corporate executives and government managers. Also provided mediation and facilitation services to CEDR as an independent consultant. Selected achievements:

- Successfully co-mediated dispute between 25 Association of Train and Railways (ATOC) conductors and the newly privatized RailTrak (formerly British Rail).
- Designed and facilitated 3-day forum that explored the use of collaborative models to ensure environmental protection in urban and minority communities. The forum established a national framework and agenda for addressing environmental justice concerns.
- Developed tailor-made training for organization handling disputes by phone. Feedback

- Became an active participant on the Strategic Planning Team at CEDR; helped identify emerging trends and developed new products and services as well as marketing materials. Team efforts led to the successful launching of new Independent Intervention products.

MARY SKELTON ROBERTS

Page 2

The Keystone Center, Washington D.C.

1998 – 1999

Hired as a Senior Associate/Mediator to develop new business, manage projects, and provide mediation and facilitation services. Selected achievements:

- Conceptualized need for dialogue for the application of Title VI Civil Rights Statute to the EPA's environmental programs; created and presented concept paper to the EPA resulting in an assessment project followed by a multi-stakeholder dialogue. As a result the EPA adopted a set of recommendations for the process of granting state emissions permits.
- Managed the US Department of Defense's US Army Non-Stockpile Chemical Material Program (TNSCMP). TNSCMP was established to provide the Army with broad-base stakeholder input and evaluation of chemical clean-up technologies and priorities. Oversaw all elements of the project including budget, staffing, dialogue design, facilitation, and client interface.
- Served on a team of facilitators invited to assist the 104th Congress at the U.S. House of Representatives' Hershey Pennsylvania Congressional Retreat. Helped design and facilitate discussion for better bipartisan communications and decision-making.
- Provided technical assistance for the City of Boston as part of the Department of Justice's Office of Juvenile Justice and Delinquency Prevention. Worked with community representatives and police; facilitated communications, helped stakeholders develop a plan and was selected to write it.

Program for Community Problem Solving/National Civic League,
Washington D.C.

1995 – 1998

Hired as a Senior Associate to help build community capacity, improve outcomes and work with appointed and elected government officials. Conducted training in the area of social service reform and coalition building for community-based initiatives across the United States. Selected achievements:

- Mediated a work dispute for the Washington (D.C.) Regional Academic & Community Consortium (WRACC). Designed action plan with specific outcomes that saved the program from losing its funding.

- Participated as PCPS representative that developed and tested the training manual for Together We Can, a national educational reform and social service improvement program. Conducted train-the-trainer sessions throughout the U.S.

MARY SKELTON ROBERTS

Page 3

Mary Skelton Associates, Inc., Boston, MA

1994 –1995

Provided training, technical assistance and conflict resolution services. Selected achievements:

- Part of a three-member Evaluation Team, selected through a competitive process, to conduct an independent evaluation of the Healthy Boston Initiative. The Initiative focused on improving resident capacity and involvement in community affairs by linking communities, local organizations, government agencies and funding institutions. In addition to evaluation services, the team provided each coalition technical assistance and identified areas for further training.
- Selected to be Lead Facilitator for District 16 of the Boston Police Department Community Policing Initiative. This program was designed to build better relationships between the police and members of the community. Created the framework for more frequent and better communications that led to an increase in trust and an improved partnership between both parties.

PRIOR EXPERIENCE

Environmental Protection Specialist, EPA, Region I, Boston, MA

1992 – 1994

Public Disputes Project Coordinator, Endispute, Inc., Boston, MA

1990 – 1992

Special Assistant, Boston Redevelopment Authority, Boston, MA

1989 –1990

EDUCATION, TRAINING & CERTIFICATES

Massachusetts Institute of Technology

1994

Masters in City Planning; Concentration in Resolution and Environmental Management

University of Southern California

1988

Bachelor of Arts in Spanish; Concentration in Oral and Written Translation

- **Mediation Association, Center for Effective Dispute Resolution, London, England**

- Facilitative Leadership, Interaction Associates. 1995
- Graphic Facilitation, Boston Management Consortium. 1995
- Total Quality Management, Environmental Protection Agency, Region I. 1993
- Mediation Training, Harvard Mediation Program, Harvard Law School. 1992
- Specialization in Negotiation, Program on Negotiation, Harvard Law School. 1991