

BARBARA L. BEATTY

PROFESSIONAL COMPETENCIES

- Alternative dispute resolution designated neutral/ombudsman/mediator
- Communications and conflict resolution training
- Coaching
- Multicultural competence
- Outreach marketing
- Relationship building and management
- Project management
- Creative problem solving and strategic thinking
- Office leadership, management and budgeting

WORK EXPERIENCE

University Ombuds University of Idaho, Moscow, ID 4/2016-present

- Serve as the organizational ombudsman while adhering to the International Ombudsman Association (IOA) Code of Ethics and Standards of Practice.
- Responsible for service delivery and office leadership.
- Provide individual coaching, facilitated discussions, mediations, and group trainings in communication and conflict resolution to administrators, faculty, staff, and students.
- Design and implement public relations marketing activities.
- Prepare and present annual report to the President, Faculty Senate and Staff Council.

Deputy Dispute Resolution Officer (Ombudsman) Texas Department of Public Safety, Austin, TX 3/2015 -11/2015

- Provided conflict management and dispute resolution following an organizational ombudsman model providing consults, conflict coaching, mediation, facilitation, and training with commissioned State Troopers and non-commissioned staff.
- Assisted with office management and training of 35 volunteer field mediators and one full-time Assistant.

Communications and Conflict Resolution Consultant ADR Specialty Group, Phoenix, AZ 2009 - 3/2015

- Provided ombudsman, mediation, facilitation, coaching, and training services.
- Provided strategic planning, writing, and marketing services.
- Contracted with clients including Maricopa Community Colleges, Los Angeles World Airports (LAWA), Magellan Healthcare, the EEOC, Engineering Solutions Partners (ESP), and Reichenberg and Associated Planners (RAP).

Director and Mediator Mediation Center and Conciliation Court Services, Arizona Superior Court, Kingman, AZ 10/2012 - 7/2013

- Interim director responsible for staff of three, mediating, facilitating, and training services.
- Trained Superior Court Judges and staff in Alternative Dispute Resolution (ADR) and the public on parenting skills.
- Mediated custody settlements; facilitated parenting rights cases.

Marketing Territory Manager Pfizer Inc., Phoenix, AZ 5/2002 - 3//2009

- Developed and maintained relationships with five hospitals and over 400 medical providers to support pharmaceutical sales.
- Produced sales averaging \$6-8 million/year.
- Served on leadership committees and received several awards for exceeding target market share goals 6 of 7 years. **Promoted from Healthcare Representative I to II.**
- Managed an inventory of \$2 million in prescription medicines used as samples.

RELATED EXPERIENCE

- Communications and Marketing Communications Consultant** Insight Communications, Phoenix, AZ 1993-2003
- Provided marketing services for software development company, including writing the AZ Governor's Awards copy, marketing materials, proposals, research reports.
 - Provided coaching and executive skill training through Malandro Communications.
 - Provided training and coaching to parents of autistic children.
- Director** University of Arizona Extended University, Phoenix Office, Tucson, AZ 1992-1993
- Opened and developed the Phoenix office and all non-credit programs for the public.
 - Wrote marketing brochures, proposals, budgets
 - Created, developed and facilitated courses. *Lessons in Leadership* lasted 8 years.
- Scholarly Book Acquisition (Development) Manager** University of Arizona Press Tucson, AZ and Academic Press, HBJ San Diego, CA 1986-1992
- Travelled North America developing relationships with scholars at universities, research institutions and scientific conferences.
 - Contracted 40+ book manuscripts, four award winning books; increased revenue by \$2-3 million.
 - Selected, because of my relationship building skills, to travel to the former U.S.S.R. to foster international relations with scholars and publishers in Moscow, Kiev and St. Petersburg; taught capitalist economic principles and contracting to publishers.
 - Returned with a contract and another manuscript; only one of 12 colleagues to do so.
 - Conceived of and developed the first *Atlas of the Solar System* coffee table book.
- Executive Director** Idaho Special Olympics, Boise, ID 1979
- Developed and marketed organization statewide.
 - Focused on fund raising, public speaking, coaching families across the state,
 - Wrote proposals and marketing materials.
 - Provided office leadership and management.
- Accountant** Arthur Andersen & Co, Boise, ID 1978-1979
- Performed tax and audit accounting services for individuals and corporations.
- Manager and Internal Auditor** Saga Inc., Menlo Park, CA 1975-1977
- Managed healthcare, business and academic food service contracts.
 - Audited restaurants and food service contracts across several states.

EDUCATION

- **Master of Dispute Resolution (M.D.R.)** Pepperdine University School of Law, Straus Institute for Dispute Resolution; Malibu, CA; ranked top school worldwide for Alternative Dispute Resolution 2009
- **Pre-Doctoral and Doctoral studies in Psychology**, Arizona State University & Arizona School for Professional Psychology 2000
- **Master of Science**, University of Arizona, Tucson, AZ, 1987
- **Accounting**, 21 credits in Master's program, Boise State University, Boise ID 1978
- **Bachelor of Arts**, Business Administration; minor, Organization Development, The Colorado College, Colorado Springs, CO 1975

PROFESSIONAL MEMBERSHIPS

- **International Ombudsman Association (IOA)** – member of Conference and Proposal Review Committee
- **Association for Conflict Resolution (ACR)** – member and former Sr. Co-Chair of Workplace Section (650+ members); gave multiple workshop session.
- **American Bar Association (ABA)** – member of Dispute Resolution section, administrator of the Ombuds Committee Discount Membership Program (present), train law and business school students on the profession.