

***Barbara Sunderland Manouso, Ph.D, M.P.H.***

***Texas Distinguished Credentialed Mediator  
Fellow, World Mediation Organization***

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**Dr. Barbara Sunderland Manouso**

**100% Woman Owned Business**

**CEO, Manouso Mediation & Arbitration, LLC**

Dr. Manouso, with more than 27 years' experience as well as countless awards and organizational affiliations, has trained thousands of students in basic, advanced, elder and adult care mediation, and arbitration, since 1993. She has presented over 300 papers on mediation dynamics, theory, ethics, marketing, and skills, nationally and internationally.

***Houston Woman's Magazine: One of Houston's Most 50 Influential Women 2010***

***Texas Association of Mediators: Suzanne Adams Award 2018***

***Association of Conflict Resolution Houston Chapter: Lifetime Achievement Award 2018***

***Houston Business Journal: A Woman Who Means Business in Professional Services Award 2018***

**SUMMARY**

Certified mediator, arbitrator, facilitator, negotiator, and ombudsman with over 2,000 hours of training, teaching, and practicing, since 1993; served as president of the Association of Conflict Resolution Houston Chapter; serves on ACR Section for Training, Education, and Research. authored articles. Special interest: A trainer and practitioner in elder and adult family mediation. Served on the Editorial Advisory Board of ACR Resolution Magazine, Co-chair of the Association of Conflict Resolution Healthcare Section, and, at the pleasure of Texas Governor Perry, on the Nursing Facility Administrative Advisory Committee.

Professor, University of St. Thomas: *Global Conflict Management* (Graduate and Undergraduate students)

Certified consultant in Conflict Dynamic Profile

Conflict Resolution Coach

TMCA – Texas Credentialed Distinguished Mediator

Texas Mediation Training Roundtable Council Member

Certified Ombudsman for the State of Texas Long-Term Care Facilities

Trainer and Instructor in Certification Programs in Basic Mediation, Advanced Mediation, Family, Elder Care

Appointed as an Associate Member, UTHealth Consortium on Aging

## EDUCATION

**Nova Southeastern University**, Fort Lauderdale, Florida, - Ph.D.  
Doctorate: Texas Study of Nursing Home Administrators' Conflict Behaviors  
Graduate School of Humanities and Social Sciences: Conflict Analysis and Resolution

**Nova Southeastern University**, Fort Lauderdale, Florida – Graduate Certificate  
Graduate School of Humanities and Social Sciences: Conflict Analysis and Resolution

**University of Houston and Texas Southern University**, Houston, Texas  
Earned doctoral level credits in anthropology, curriculum and development, and English.

**South Texas College of Law**, Houston, Texas – Attended.

**University of Texas School of Public Health**, Houston, Texas  
Master of Public Health in Community/Family Health Module

**Brown University**, Providence, Rhode Island  
Baccalaureate in Arts  
Concentration in Journalism/English and Semiotics (Intercultural Communications)

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## CAREER HISTORY & ACCOMPLISHMENTS

### ***Manouso Mediation and Arbitration, LLC***

1993 until present

Trainer for certificate programs in mediation, arbitration, facilitation, and negotiation  
TCMA Texas Credentialed Distinguish Mediator  
Certified: National Certified Guardian  
Certified: Texas Certified Guardian  
Certified consultant in Conflict Dynamic Profile  
Conflict Resolution Coach  
Texas Mediation Training Roundtable, Chair of Train the Trainers  
Certified Arbitrator for the BBB AUTO LINE program  
Certified in Collaborative Law  
Certified in Eminent Domain

### **Adjunct Faculty**

*University of St. Thomas, Center for International Studies*, 2013 to present  
*Houston, Texas*

- Teaches Global Conflict Management to graduate students and undergraduates

*Houston Community College, University of Houston Downtown*, 1987 until 1997

- Taught English composition and literature, ESL, and developmental courses.

*Johnson & Wales College, Katherine Gibbs Business School, Sawyer School of Business*,  
in Providence, Rhode Island, 1973 until 1977.

- Taught business skills and intra-cultural and intercultural communications.
- Taught ESL and Developmental English in Japan and Syria (privately).

### **Teaching Assistant - online**

- *Nova Southeastern University in Fort Lauderdale, FL*  
Course subject matter involved Cultural Diversity, Qualitative Research, and Mediation Skills.

### **Mediator and Arbitrator Practice**

- Experienced in consumer, commercial, family, eldercare, children's protective services, divorce, EEO, workplace, labor, environmental, real estate, condemnation, eminent domain, and contract mediation.
- Mediates Civil Cases for County Court #2.
- Styles of mediation include transformative, problem-solving, facilitative, and narrative.
- Volunteer family mediator for the Harris County Dispute Resolution Center.
- Contract mediator for the Houston Police Department's Community Dispute Program.
- Volunteer mediator for the Better Business Bureau.
- Contract mediator for Mediator Network, CLL Services, CFR Center for Resolution, Elder Care Decisions, and National Mediation Services.
- Arbitrator for the Better Business Bureau and Ford Motor Company, National Dispute Settlement Board, and RV Association.
- Trainer and lecturer on elder/adult mediation, basic and advanced mediation, culture and conflict.
- Contract mediator for the Federal Occupational Health Association/Transportation Security Administration (TSA) for EEO cases.

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### **MEMBERSHIPS AND APPOINTMENTS**

- Academy of Family Practitioners: 2017
- Association for Conflict Resolution International: 2016 Chair for the Education, Training, and Education Section. Former chair of the Health Care Section and co-chair of the Workplace Section
- Board member and chair of programs for the Association for Conflict Resolution Houston Chapter. Former president
- University of Texas School of Public Health Alumni Association: President
- Houston Gerontology Society, 2016 -2017 President (Served on board for over ten years.)
- Appointed as an Associate Member of the University of Texas Health Consortium on Aging
- Appointed by Governor Rick Perry to the Nursing Facility Administration Advisory Committee.
- Special Court Commissioner for County Court #2.
- Texas Mediator Trainers Roundtable (TMTR): Chairman of the Train the Trainer and Bylaw Committee
- Appointed by Congressman Barney Frank to the international anti-tobacco congressional committee.
- 2007 president of the Association of Conflict Resolution – Houston Chapter
- South Texas College of Law – Evans Center for ADR Board member.
- State Bar of Texas ADR Section
- Labor Employment Relations Association (LERA)
- Member of Texas Association of Mediators (TAM).
- Full Member in Association of Conflict Resolution (ACR).
- Advisory Committee on Healthcare for ACR
- Section Member of ACR's Healthcare, Workplace, Consumer, Commercial, and Family.
- Past-president of the Association of Conflict Resolution - Houston Chapter.
- New England Association for Conflict Resolution.
- League of Women Voters
- ACR's presidential Public and Intense Conflicts Committee for the 2008-9 program year
- Women Professionals in Government Board Member
- National Guardianship Association
- Texas Guardianship Association
- Advisory Editorial Board member of ACResolution Magazine

- Certified Arbitrator for the BBB AUTO LINE program
- White House Small Business Award for RI

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## Certification and Training

- Teaches classes in Basic, Advanced/Divorce, and Elder Care Mediation in classroom and online.
- Trains arbitrators in consumer and EEOC arbitration.
- **Graduate Certificate:** Conflict Analysis and Resolution, Nova Southeastern University, Fl.
- **Mediation Certifications:** Basic (40 hours / Sharon Hemphill, Houston, Texas); Advanced Consumer Course (24 hours / Sharon Hemphill, Houston, Texas); Family Courses (24 hours / Harris County Dispute Resolution Center, Houston, Texas); Children's Protective Services: TDPRS/CPS/CJA Mediation Certification (24 hours / Harris County Dispute Resolution Center, Houston, Texas); Transformative Mediation –Institute for the Study of Conflict Transformation (140 hours of advanced training); Equal Opportunity Employment Training (8 hours / U.S. Equal Employment Opportunity Commission’s Technical Assistance Program Seminar-San Antonio, Texas); Certificate of Attendance (5 hours) Conflict Resolution Systems: The Cutting Edge Resource for Workplace Productivity, Houston, Texas. Houston Police Department (24 hours / Community Dispute Resolution Consultant) – 80 hours of advanced training. Additional hours of mediation and negotiation training through conferences and workshops and monthly ACR programs, Certified in Collaborative Law {16 hours}, South Texas College of Law (eminent domain training – 20 hours).
- **Arbitration Certification:** Better Business Bureau's National Consumer Panel (30 hours / Better Business Bureau, Houston, Texas) and Dispute Resolution Board for the Ford Motor Company (24 hours / Center for Consumer Affairs / University of Wisconsin for the Ford Motor Company's Dispute Settlement Board, Washington, D.C.).
- **Ombudsman Certification:** (60 hours) Texas State Program through the Area on Aging, Certified Texas State Ombudsman for Long Term Care Facilities. International Ombudsman Association 2012.
- **Facilitation Certification:** 30 hours / Harris County, Houston, Texas
- **Facilitation Trainer Certification:** 24 hours / Houston, Texas
- **Certified: National Registered Guardian**
- **Certified: Texas Registered Guardian**
- **Certified in Conflict Dynamic Profile and Conflict Coaching**
- **Certified Arbitrator for the BBB AUTO LINE program**
- **Certified in Collaborative Law**

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## PAPERS AND WORKSHOPS PRESENTED

- Institute of International Mediation: 2019 at Eckerd University: *Modern Mediation*
- Texas Association of Mediators: 2019:in Austin, Texas: *Mediating Ethically*
- Huffington Lecturer: University of Texas Medical School: 2018 *Benefits of Elder and Adult Mediation*

- Texas Association of Mediators: 2018 in Austin, Texas: *Mediating Elder Cases*
- Duluth University, Dublin, Ireland: September 2018: Article *SOS Semantics of Self in Conflict (Peer Juried in Journal of Peace Studies The Kennedy School of Peace)*
- Salgaocar College of Law: Goa, India: Basics of Mediation and Expert for International Competition 2017
- New York University Graduate School in Shanghai, China: 2016 *The Negotiation Process in Mediation*
- The International Mediation Conference in Bangkok, Thailand: 2016 Keynote Address on *Mediation Skills*
- Association for Conflict Resolution: 2011 to 2019 yearly speaker Marketing Mediation
- Texas Association of Mediators: 2011 to 2019: Elder Mediation, Modern Mediation, Marketing Mediation
- Texas Association of Mediators: 2014: *SOS Semantics Self in Conflict*
- World Symposium on Elder Mediation: Halifax, Canada Marketing your family practice 2014
- Houston Gerontology Society-December 2013  
*Elder and Adult Care Mediation : Benefits for Professionals*
- University of Texas Medical School – May 2013  
*Conflict Management in Medical Environments*
- Temple Emanuel Houston – April 2013  
*Conflict Coaching*
- Texas Association of Mediators - February 2013  
*The Business of Elder Mediation*
- Texas Association of Mediators: February 2012  
*SOS-Semantics of Self in Conflict*
- El Paso Dispute Resolution Center – Trained Family Mediators: April 2012
- El Paso Dispute Resolution Center – Trained Arbitrators: April 2012
- Houston Association of Conflict Resolution: September 2011  
*The Business and Practice of Elder Mediation*
- Texas Association of Homes and Services for the Aging (TAHSA) annual conference: May 2011  
*Elder Mediation: Helpful Family Services and Ethical Considerations*
- Texas Association of Mediators: February 2011  
*Elder Mediation: The Business of Aging Families*
- Texas Association of Mediators: February 2011  
*Mediation Practice: Five Steps in Marketing*

- Educational Institute on Aging (EIA): May 2011  
*Elder Mediation: Helpful Family Services and Ethical Considerations*
- *Marketing Your Elder Mediation Practice*: Texas Association of Mediators, February 2011
- *Five Marketing Steps in Health Care Mediation*: Association for Conflict Resolution-International Conference Call for Health Care Section, October 2010
- Texas Department of Health Services Nurses Leadership Conference in Austin, TX, 2010  
*Hot Buttons and Conflict Skills in Health Care*
- *The Business of Elder Mediation*: The World Symposium on Elder Mediation, Chicago, IL, 2010
- Elder Mediation Training: Southern Methodist University (SMU) in Plano, TX, 2010
- Elder Mediation Training: Tuscan, AZ, 2010
- Elder Care Network of Houston: Presenter on Elder Care Mediation: *What Organizations Need to Know About Elder Mediation*, 2010
- Elder Mediation: Texas Association of Mediators, Dallas, TX, 2010
- Ethics in Mediation: Texas Association of Mediators, Dallas, TX, 2010
- Association for Conflict Resolution: Presenter on Elder Care Mediation since 2001. Last presentation 2009 was in Atlanta, GA.
- 2009 Houston Bar Association ADR Section. The New Horizon in Elder Care Mediation for Lawyers. Houston, TX.
- 2009 Texas Association of Mediators. *The Dynamics of Elder Care Mediation: A Look Inside the Process of Participants*.
- *Texas Paralegal Journal*. Winter 2008. *Elder Care Mediation: A New Horizon in Family Practice*.
- 2008 August, Bryan, Texas. Bryan Dispute Resolution Center. *The New Horizon in Family Mediation for Adult and Elder Care*.
- 2008 March, Savannah, Georgia. Sullivan University to Ministers from the United Kingdom. *The Clash of Culture in Ireland's Medical System: One ADR Solution*.
- 2008 March, Houston, Texas. Workshop for high school students. *Mediation as a Career Choice: Practice Options*.
- 2008 February. Galveston, Texas. Texas Association of Mediators. *Elder Care Mediation: How to Market Your Practice*.
- 2007 October, Edmonton, Canada. Ontario Family Mediation Society. *Elder Care Mediation: The New Horizon in Family Mediation*.
- 2005, Houston, Texas. NASA/Clear Lake Human Resource Association. *Elder Care Mediation: When Families Need to Talk*.

- 2005, Fort Lauderdale, Florida, Nova Southeastern University. *The Conflict over the Environmental Impact of Building an Uptown High-rise: Upstream and Down*
- 2004, Fort Lauderdale, Florida. Nova Southeastern University. *Transformative Mediation: Why is it different?*

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## PARTICIPATION IN CONFERENCES

Texas Mediation Association Conferences: 1994, 2000, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019.

Association of Conflict Resolution International Conferences: 2002, 2003, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019.

International Ombudsman Association: 101 Training, April 2012.

- Extra hours of training through pre-conference advance programs.  
Texas Association Mediation: 1994, 2000, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019.
- Texas Mediation Trainers Roundtable Annual Training for Trainers: 2004, 2005, 2006, 2007, 2008, 2009, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019.
- Houston Bar Association ADR Section: 2010, 2018
- Eminent Domain: South Texas College of Law: 2010
- Association of Conflict Resolution Conferences: 2002, 2003, 2005, 2006, 2007, 2008, 2009, 2010.
- EEOC Training Program 2009, and 2011, 2015 Houston, TX
- EEOC Training Program 2007, Philadelphia, PA
- EEOC Training Program 2006, San Antonio, TX
- Negotiation training for corporations with Drs. Neil Katz, Fort Lauderdale, FL, 2003
- Negotiation training William Ury, Phoenix, AZ and Boston, MA 2008
- Institute for the Study of Conflict Transformation, Drs. Joseph Folger and Baruch Bush Philadelphia, PA, 2006 and 2007
- Labor Employment Relations Association (LERA) Regional Conference 2006, 2007, 2013
- International Conference and Training on Elder Care Mediation, Philadelphia, PA, 2006

Website is <http://www.manouso.us> .



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