

Annette Strug

Summary of qualifications

1985 to present AMS Mediation Associates Halifax NS

Founding Partner

- AMS Mediation Associates is the first private company in the Atlantic Provinces to devote itself entirely to the practice of non-adversarial and non-confrontational resolution of conflict since 1985. As a founding partner, it has been my role to promote the use of Appropriate Dispute Resolution (ADR) to the community, to education institutes, to government and to the public; and to provide **mediation**, **evaluation**, and other **conflict management** services to these same bodies. I have acted as a **consultant** in advising on Dispute Resolution Design and have initiated and managed mediation programs for the Department of Justice. I am an experienced **trainer** having designed and taught certificate courses in mediation skills and conflict resolution for government and universities and the private sector. As a professional, I have been **certified** by the only two national certifying dispute resolution organizations in Canada: Family Mediation Canada and the ADR Institute of Canada. In recognition of my work in the Dispute Resolution fields I have been honoured by the ADR Institute of Canada.

Education

1985 Maritime School of Social Work Halifax NS

Masters of Social Work

1968 McGill University Montreal PQ

Bachelor of Arts

Professional experience

1985 to present AMS Mediation Associates Halifax NS

Mediation and Conflict Resolution (Samples)

- Correction Services Canada** – harassment investigation involving co-workers.
- Public Works Canada, Government Services** – workplace assessment involving a unit, several departments and multiple individuals. A confidential report was delivered and several large and small group meetings were facilitated. This avoided lengthy grievance and litigation thereby saving many thousands of dollars and relationships.
- National Research Council** – a large group mediation, which resulted in better understanding between the individuals and better working relationships.
- The Department of National Defence** – several mediations involving conflicts resulting from diversity issues successfully resolved and leading to better relationships.
- Dalhousie University** – a multiparty mediation dealing with gender conflicts.

- **Queen Elizabeth II Health Sciences Centre** – mediation involving abuse of power issues resulting in better work environment and dollar savings.
- **Department of Community Services** – multiple mediations involving assisting and managing negotiations with unequal power.
- **Correction Services Canada** – harassment mediation between supervisor and employee.
- **Department of Fisheries and Oceans** – mediation of public-private dispute resulting in the dropping of criminal charges.
- **Province of Nova Scotia** – large group poison workplace mediation.
- **Province of Nova Scotia** – many thousands of mediations for the Supreme Court (Family Division), thereby providing an alternative to court and avoiding increased costs.
- **Defence Construction Canada** – partnering session that promoted people working together for a single goal.
- **Consultation with Department of Environment** – Dispute Resolution Systems Design.
- **Nova Scotia Association of Social Workers** – Professional Liability mediations resulting in the resolution of disputes between members of the Association and the public.
- **RCMP (Atlantic Provinces)** – meeting facilitations.
- **Mediation Program for the Supreme Court (Family Division), 1987–2001** – consultation, design, development and provision of services, development and presentation of reports. Designed the mediation program in consultation with Judges and representatives of the Department of Justice and provision of mediation services.
- **Director of the Supreme Court (Family Division) Mediation Mentoring Program, 1997–2001** – In consultation with Judges, Department Representatives. I designed and supervised mentoring program for mediators looking to increase their mediation experience and skills. I supervised their skill development, provided training and evaluated their skills.

Training

Experienced in designing and delivering problem solving workshops, conflict resolution workshops, negotiation training and mediation programs. 2001-2001 programs include:

- Saint Mary's University, Certificate in Negotiation, Mediation and Conflict Resolution
- Province of Nova Scotia, Human Resources, Certificate in Workplace Mediation
- Department of National Defence, Harassment Investigation and Mediation Workshops
- Canadian Customs and Revenue Agency, How to Profit from Conflict Workshops
- Collaborative Family Law, Communication Skills, Negotiation Skills, Mediation Skills
- Guest Lecturer, ADR Dalhousie Law School

- Province of Nova Scotia, Human Resources, Resolving Conflict in the Workplace

Past Training Includes:

- Mi'kmaq Children's Services, Negotiation and Mediation Skills
- Department of Community Services, Negotiation and Mediation Skills
- Nova Scotia Barristers Society, Bar Admission Course, Conflict Resolution Skills
- Nova Scotia Barristers' Society, Bar Admission Course, Alternative Dispute Resolution for Lawyers
- Nova Scotia Barristers' Society, Bar Admission Course, Mediation for Lawyers
- National Judicial Institute, Settlement Skills for Judges
- Health Canada, Learning Centre Plus, Certificate Program in Conflict Resolution, Negotiation and Mediation Skills
- Health Canada, Learning Centre Plus, Multi Party Mediation Skills
- Maritime School of Social Work, Family Mediation Skills
- Maritime School of Social Work, Family Mediation and Abuse Issues
- Maritime School of Social Work, Family Mediation and Ethical Issues
- Maritime School of Social Work, Family Mediation and Financial Issues
- Maritime School of Social Work, Family Mediation and Property Issues
- Maritime School of Social Work, Parenting Plans: Mediating Custody and Access
- Maritime School of Social Work, Advanced Mediation: Process and Skills
- Maritime School of Social Work, Negotiation
- Maritime School of Social Work, Mediation, Power and Diversity
- Maritime School of Social Work, Conflict Resolution
- Maritime School of Social Work, Conflict Management: Alternative Approaches
- Technical University of Nova Scotia, Continuing Education Division, Environmental Mediation Issues
- Province of Nova Scotia, Department of Justice, Negotiation Training
- Province of Nova Scotia, Department of Justice, Management Conflict Training

- Province of Nova Scotia, Department of Justice, Conflict Resolution Training
- Province of Nova Scotia, Department of Justice, Conciliation Training
- Province of Nova Scotia, Department of Labour, Introduction to Negotiation and Mediation
- Province of Nova Scotia, Department of Community Services, Generic Mediation Training
- Province of Nova Scotia, Department of Community Services, Orientation to Mediation
- Province of Nova Scotia, Department of Community Services, Negotiation for Family Benefits Workers
- Province of Nova Scotia, Department of Community Services, Young Offenders Mediation
- Human Rights Commission of Nova Scotia, Introduction to Negotiation and Mediation
- RCMP and Nova Scotia Department of Justice, Mediation Training for RCMP and Victim Services Personnel
- RCMP (Atlantic Provinces), Conflict Resolution Training
- RCMP ("H" Division NS), Negotiation and Mediation Training
- RCMP ("B" Division NF), Interest Based Negotiation Training
- Workers Compensation Board, Mediation Skills
- Infonex, Professional Liability Mediation Training
- Infonex, Principle, Theory and Practice of Mediation
- Atlantic Provinces Arbitration and Mediation Institute, Generic Mediation
- Atlantic Provinces Arbitration and Mediation Institute, Personal Injury Mediation
- Atlantic Provinces Arbitration and Mediation Institute, Construction Mediation
- Atlantic Provinces Arbitration and Mediation Institute, Real Estate Mediation
- Atlantic Provinces Arbitration and Mediation Institute, Advanced Commercial Mediation (co-delivered)
- Lunenburg County District School Board, Peer Mediation, An Introduction for Staff and Students
- Lunenburg County District School Board, Introduction to Mediation

- Nova Scotia Department of Education, Conflict Resolution in Schools
- Sacred Heart School (Halifax), Conflict Resolution in Schools
- Government of Canada Department of Justice, Introduction to Principled Negotiation
- Public Service Commission of Canada, Introduction to Mediation
- Coverdale Courtwork Services, Conflict Management Workshop
- Child Find New Brunswick, Generic Mediation Training

Professional memberships

The ADR Institute of Canada
 The ADR Atlantic Institute – Vice-President Nova Scotia
 Family Mediation Canada – President Elect
 Family Mediation Nova Scotia – Past President
 Association for Conflict Resolution
 Conflict Resolution Network Canada
 Association for Family and Conciliation Courts
 Canadian Association of Social Workers
 Nova Scotia Association of Social Workers

Accreditations

Certified FMC Comprehensive Mediator
 Chartered Mediator (ADR Canada Institute)

Security clearance

Enhanced Level – valid 26 September 2000 to 26 September 2010

Awards received

Family Mediation Nova Scotia Distinguished Service Award
 The ADR Institute of Canada McGowan Award