

CURRICULUM VITAE

RESA S. EISEN

Born February 14th, 1953 (Toronto, Ontario)

EDUCATION

Degree Obtained	BA in Psychology (Advanced Standing) York University Toronto, Ontario	Graduated 1974
Degree Obtained	Master of Social Work Wilfred Laurier University Waterloo, Ontario	Graduated 1976

PREVIOUS POSITIONS

SOCIAL WORKER – FAMILY COURT CLINIC (1976-1982)

Clarke Institute of Psychiatry

AFFILIATE – FAMILY MEDIATION SERVICE (1982-1992)

Supreme Court of Ontario

CURRENT POSITIONS

PRIVATE PRACTICE - SOCIAL WORKER

Therapy and Mediation

1200 Bay Street, Suite 1100

Toronto, Ontario M5R 2A5

Tel: Office : (416) 924-2404

Facsimile : (416) 922-3188

INDIVIDUAL, MARRIAGE AND FAMILY THERAPY

Mediation/Facilitation

- PRREP™: Parental Responsibility Rapid Evaluation Program: Designed program utilizing assessment and mediation skills to assist families going through separation and divorce
- Project manager for pilot project with Kawartha-Haliburton Children's Aid Society utilizing PRREP™ to assist families in child protection matters that require long-term plans of care.
- Interest-based mediation and facilitation in major health organizations, social service agencies, colleges and universities, and professional associations.

Program Design & Training

- Designing and implementing mediation/facilitation programs for organizations implementing ADR into their dispute resolution processes.
- Training Kawartha-Haliburton CAS social work staff and supervisors in PRREP™.

- Training Ottawa CAS social work staff and supervisors in PRREP™.
- Training counsel in the use of PRREP™ in child protection cases
- Training facilitators to implement PRREP™ in their communities.
- Negotiation/Mediation/Communication Skills training in public and private-organizations

Supervision/Consultation

- Supervision of court-based mediators
- Consultation to Provincial and Superior Family Courts
- Supervision of PRREP™ facilitators
- Consultation of family businesses

Lecturer

- Family and Marital Therapy
University of Toronto, School of Continuing Studies
- Family Mediation: Theory and Practice
University of Toronto, School of Continuing Studies
- Family Mediation
Trent University
- Advanced Certificate in Dispute Resolution: Elements of Intervention Course
York University, Atkinson Faculty of Liberal and Professional Studies
- Negotiation Skills
Faculty of Law
University of Toronto and York University
- Workplace Violence
Corporate Seminars

MARATHON MEDIATION – FOUNDER

Going the distance with families-in-transition and Educating the professionals who serve them

1200 Bay Street, Suite 1100

Toronto, Ontario M5R 2A5

Tel: Office : (416) 924-2404

Facsimile : (416) 922-3188

e-mail : resa@marathontransitions.com

www : marathontransitions.com

- *Mediation:* Services and counselling specializing in elder mediation, family businesses, divorce mediation and families-in-transition
- *Corporate Services:* Customized services and programs designed for companies who interface with and manage an aging clientele and workforce
- *Training:* Comprehensive and accredited dynamic programs for Mediators, Elder Care professionals, Health Care professionals, and Organizations

WORKPLACE.CALM, INC. – DIRECTOR OF EDUCATION AND TRAINING

Conflict and Violence Prevention and Management

1200 Bay Street, Suite 1100

Toronto, Ontario M5R 2A5

Tel: Office : (416) 922-8838

Facsimile : (416) 922-3188

e-mail : resa.eisen@workplace.calm.to

www : workplace.calm.to

- Public and private organizational conflict resolution in situations of harassment and discrimination complaints, poison-work environment, employee relations, team-building, aggression in the workplace, grievances, health and safety concerns.
- Program development: Early Intervention Programs, System Design, Risk Assessment

COMMITTEES

- Ethics Chair – Elder Mediation Canada
- Advisory Board Member – Kawartha-Haliburton CAS
- Past Chair and Member – Interministerial Provincial Advisory Committee, Ministry of the Attorney General
- Past Board Member – Family Mediation Canada
- Past Board Member – Ontario Association of Marriage and Family Therapy
- Past Board Member – Society of Professionals in Dispute Resolution
- Past Member – Advisory Committee, Agency Reform Initiatives, Ministry of the Attorney General

MEDIA

- Consulted to and featured in family law video, on Separation and Divorce, produced by the Ministry of the Attorney General for its Family Initiatives Project – *Separate Ways* August 1998
- CKFM, Family Therapist on weekly talk show, *Hour Toronto* 1988-1990
- Consulted to and featured in article written by Judy Steed, *Globe and Mail – The Mediators* April 1997
- Spokesperson for the Holiday Inn summer media relations program, cross-country tour 1998
- Numerous other television and radio appearances as family therapist, mediator and relationship consultant; numerous other contributions to articles in newspapers and magazines 1982 to present

PROFESSIONAL AFFILIATIONS/DESIGNATIONS

- Ontario College of Social Workers and Social Service Workers
- Ontario Association of Social Workers
- American Association of Marriage and Family Therapy – Approved Supervisor
- Ontario Association of Marriage and Family Therapy
- Family Mediation Canada
- Ontario Association of Family Mediation
- Society of Professionals in Dispute Resolution

WORKSHOPS & LECTURES

Eisen, R., Bloom, H. *Prevention and Management of Workplace Violence*. Presented at Solutions for Employment Problems, hosted by Mathews, Dinsdale and Clark LLP. Toronto Marriott. April 1999.

Eisen, R., Bloom, H. *Workplace Violence: Causes, Prevention and Intervention*. Presented to Guelph Human Resources Association. Guelph, Ontario. April 1999.

Presentation on Equal Opportunity Policy to Huronia Historical Parks Staff, Ministry of Economic Development, Trade and Tourism. Midland, Ontario. May 1999.

Presentation on Conflict Management Skills for Health Care Professionals. Credit Valley Hospital. June 1999.

Eisen, R., Bloom, H. Stress and Violence in the Workplace presented to the Corporation of the City of Kitchener, Human Resource Division. Kitchener, Ontario. July 1999.

Presentation on Stress and Violence in the Workplace. Dana Fluid System Products, Long Manufacturing. Cambridge, Ontario. October 1999.

Presentation on Dispute Resolution Technologies for the Canadian Society for the Advancement of Workplace Solutions. Toronto 1998.

Eisen, R., Bloom, H. *Preventing Workplace Violence by Defusing the Angry Employee*. Presented at Update in Employment Law. Marriott Hotel, Toronto. June 1998.

PUBLICATIONS

Articles

Webster, C.D., Bloom, H., & Eisen, R.S. *Toward the Scientific and Professional Assessment of Violence Potential in the Workplace*. Journal of Threat Assessment. 2004, Vol 2(4): 1-15, 2003

Books and Manuals

Bloom, H., Eisen, R.S., Pollock, N. & Webster, C.D. (2000) *Workplace Risk Assessment (WRA-20)*®. Toronto: **workplace.calm, inc.**

Bloom, H., Webster, C.D., & Eisen, R.S. (2002) *Employee Risk Assessment (ERA-20)*®. Toronto: **workplace.calm, inc.**

In Preparation/Unpublished

Bloom, H., Webster, C.D., & Eisen, R.S. *Assessing Places and People: The Role of the Mental Health Expert in Workplace Violence Cases*.

Bloom, H., Speer, R., Webster, C.D., & Eisen, R.S. *Organizational Resistance and Other Impediments to Establishing Proactive Workplace Violence Prevention Programs*.

CLIENT LIST

- Hospital for Sick Children
- College of Physicians and Surgeons
- Kawartha-Haliburton CAS
- Ottawa CAS
- Bench and Bar, Ottawa and Toronto
- Toronto Western Hospital
- Ministry of the Solicitor General and Correctional Services
- General Motors Canada
- Telemedicine Canada
- Law Society of Upper Canada
- Victoria Order of Nurses
- Royal Bank of Canada
- Guelph General Hospital
- Ministry of Correctional Services
- Ontario Power Generation

- George Brown College
- Queen's University
- Corporation of the City of Timmins
- Muskoka Legal Clinics
- Winnipeg Child and Family Services
- Brock University
- General Workers Union of Canada
- Ministry of Correctional Services
- Ontario Power Generation
- Legal Aid Ontario
- Muskoka Legal Clinics