

**CHARO JUAN GARCÍA**  
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## **PROFESSIONAL SUMMARY**

Mediator, facilitator, trainer and coach.

## **KEY ACCOMPLISHMENTS**

- Conducts **one to one** and **multiparty negotiations** and **mediations** with a wide spectrum of economically and culturally diverse stakeholders.
- Designs and facilitates **conflict prevention** and **dispute resolution** strategies engaging different community stakeholders and/or government representatives seeking to implement new ideas and standards around complex social issues (ie. the common use of Public Space, the Coexistence in the condominium associations/“Comunidades de vecinos”, intergenerational dialogues...
- Designs and facilitates transformative dialogues using different **dialogue methods** (World café, Appreciative Inquiry, Technology of Open Space...).
- Advises different companies and organizations about **conflict management**, **organizational change** and **consensus building**.
- Designs and delivers **training** in mediation, negotiation, conflict resolution and different dialogue methodologies.

### **Freelance Mediation and Dialogue Consultant**

*Boston, MA Barcelona, Spain  
2009-present*

### ***Habitus incorporated***

*Boston, MA*

Trainer in Teambuilding and negotiation

### ***Public conversation Project***

*Watertown, MA*

Cooperates with the PCP “family dinner project”, a start-up grassroots movement of food, fun and conversation about things that matter.

### ***Innobasque, Basque Country agency for Innovation***

*Bilbao, Spain*

- Facilitated dialogues with organizational leaders about how to conduct positive dialogues in a crisis environment striving for innovation and cooperation.
- Trained different community stakeholders how to conduct engaging dialogues to talk with senior citizens about how they would like to age.

***Instituto Basco para la innovación sanitaria***

*Bilbao, Spain*

- Facilitated a World Café to imagine and create the ideal “chronically sick strategy” for the Basque Country and develop a stakeholder engagement strategy to improve the prevention, early detection and better management of chronically sick patients.

***Innovation Institute of Andalucía***

*Sevilla, Madrid, Spain*

- Capacity building about Transformative dialogue methods.
- Designed and facilitated different World Cafes engaging different companies stakeholders.

***MC mutual in collaboration with Dialogos y Soluciones Corporativas***

*Barcelona, Spain*

- Engaged all the staff and CEO’s at MC Mutual Barcelona through the facilitation of an Appreciative Inquiry aiming for the co-creation of a new business model and workplace culture.
- Mediation, coaching and dialogue facilitation for the improvement of relational communication in one of the departments of MC Mutual.

***Basque Economists Professional Association***

*Bilbao, Spain*

- Designed and facilitated a World Café to better implement the state accounting reform in their companies and organizations.

***City Council of Premià de Mar***

*Barcelona, Spain*

- Developed a program about how to improve democracy and increase citizen engagement with public institutions through effective dialogue.

**Training and Capacity Building**

***Universidad Ramón Llull***

*Barcelona, Spain*

*2006-2012*

Organized course plan and taught classes in the masters program in Mediation and Alternative Conflict Resolution. Coursework covers multi-party conflicts, dialogue methodologies for interventions in community conflicts and organizational conflicts. Prepared and taught practical workshops. Tutored students.

***Universidad Autónoma de Barcelona***

*Barcelona, Spain*

*2006-2012*

Taught classes in graduate level course on Coexistence and Conflict transformation.

***Femarec Foundation for the social inclusion of people with disabilities***

*Barcelona, Spain  
2010*

Trained Femarec employees to better deal with the conflicts they encounter at work.

***City Council of Adeje***

*Tenerife, Spain  
2008*

Trained government employees in mediation and conflict resolution for the new opening of a Public Mediation center.

***Diputación de Barcelona*** (Government of the province of Barcelona) *Barcelona, Spain  
2008*

Trained Diputación employees on how to improve their communication, negotiation and conflict resolution skills.

***Barcelona Fire department***

*Barcelona, Spain  
2007*

Trained fire chiefs how to better deal with every day personnel conflicts at fire stations.

***Barcelona Activa*** (Economic Development arm of Barcelona City Council)

*Barcelona, Spain  
2007*

Trained the unemployed in mediation and conflict resolution to help them with reinsertion in the work place.

**Mataró Council Public Mediation Service**

*Barcelona,*

*Spain Mediator and Dialogue Facilitator*

*2004-2012*

Mediated and facilitated dialogue in community, family and business related cases by building, maintaining and nourishing relationships between community associations and local government. Designed and trained courses about communication and mediation for council employees and the public. Worked as a liaison to representatives of the City Council in disputes and conflicts.

**Universidad Autónoma de Barcelona**

*Barcelona, Spain*

**Drala Appreciative Management**

*2005-2009*

*Senior Consultant and Partner*

Conducted conflict prevention and resolution strategies. Performed consulting services for companies and organizations. Designed and facilitated various stakeholder engagement strategies. Major projects included:

- **Consulting services.** Provided company and organization consulting services based on appreciative thinking and the application of appreciative inquiry. Consulting services were structured around specific clients needs and included: strategic vision change; setting objectives and future actions in mergers; improving work relationships; building knowledge

and trust among different company divisions. Clients included: Hac Grup, Masuno, Mutual, Infocencia and the Department of the Environment in the Valencia Provincial Government.

- **Gecodit Consensus Guide**. Developed and facilitated a strategy for consensus building between the municipal government, cell phone operators and citizens in the deployment process of mobile telephone antennas in six cities.

- **“Coexistence”**. Designed and facilitated the rollout of a project that invited political representatives from various political parties, social leaders and citizens to participate in various conversations with the goal of addressing and pursuing collective social change and harmonious coexistence. This project was applied in four different cities simultaneously.

- **FGC Barcelona Commuter Rail Network**. Developed a project for the improvement of relationships between riders and the employees of the commuter rail network. The project was divided into three phases that included the identification of proper and improper conduct, the design of an education program and the implementation of concrete actions to reduce improper behavior through prevention and conflict resolution.

- **Adeje City Council in Tenerife**. Trained City Council workers in mediation and conflict management for the creation of the Citizen Mediation Service for the Adeje City Council in Tenerife, Spain.

**Columbus Transit**  
*Barcelona, Spain* Sales Manager

2002-2004

Prepared bids and made presentations to clients; led the sales team; directed sales meetings; wrote sales reports; represented the sales department in company board meetings.

**Danzas**  
*Sydney,*

*Australia* Coordinator of Spanish imports

1997-2001

Prepared offers; made presentations to clients; closed sales; represented the company in the Spanish Chamber of Commerce; wrote reports and completed administrative

work. **Wolfgang Langmack Advocate Law Firm**

*Göttingen,*

*Germany* Advocate Assistant

1994-1995

Assisted the lead lawyer in asylum application processes. Received asylum applicants; gave interviews; filed applications; analyzed cases; organized files and completed other administrative work.

**Juan Carreño Advocates Law Firm**

*León,*

*Spain* Advocate Assistant

1993

Analyzed cases, wrote reports and performed administrative work in civil and mercantile law.

## EDUCATION

### Public conversation Project

The Power of Dialogue

*Watertown, MA*

*May 2014*

**Harvard Law School-PON (Program on negotiation)** Cambridge, MA  
*Seminar in Negotiation and Conflict Resolution* December 2013

**Instituto Gestalt** Barcelona, Spain  
*Transformational coaching certificate* 2010

**Universidat Ram3n Llull** Barcelona,  
*Spain Masters degree in Mediation and Alternative Conflict Resolution*  
2004 **Universidat Polit3cnica de Catalunya** Barcelona,

*Spain Graduate degree in International Development*  
2003 **Georg-August-Universitt of G3ttingen** G3ttingen,  
*Germany Masters degree in International Law with an emphasis on Asylum Law*

1995 **Universidat de Pamplona**  
*Navarra, Spain Law degree*  
1988-1992

## PROFESSIONAL AFFILIATIONS

**The Taos Institute** 2009- present

*Associate member* A non-profit organization committed to exploring, developing and disseminating ideas and practices that promote creative, appreciative and collaborative processes in families, communities and organizations around the world. **Generalitat de Catalunya Organizational Mediation Team** 2009- 2012 *Mediator and Dialogue Facilitator* Member of the Catalan provincial government organizational mediators team in Barcelona, Spain. **World Caf3 European Conference**

2008 *Organizational Committee* Participated in organizational meetings, collaborated in the design, facilitated different local level world caf3s and assisted with organization, marketing, and administration of the event.

**Edgewalker International** 2009-present  
*Associate* An international organization that aims to inspire genuine personal initiative through generative conversation and collaborative experience.

## SELECTED PRESENTATIONS

**How to Create More Generative Dialogues** November  
2010 Conference paper presented at the Mediation Conference in Barcelona, Spain. **Conflict Prevention in Suburban Development** September 2008 Conference  
paper presented at the 3rd International Conference of Mediation and Coexistence in Gand3a, Spain. **Conflicts in Public Spaces** March  
2007 Conference paper presented to the Department of Diversity, Politics and Citizenship at the Barcelona Council in Barcelona, Spain. **Intervening in Building Co-Ops**  
November 2006 Conference paper presented at the 1st International Conference on Mediation and Coexistence, in Gand3a, Spain.

## **LANGUAGES**

Fluent in Spanish (native language), English, German and Catalan. Conversational in French.