



Monica Kales, B.S. is a mediator, trainer, and former executive director of the non-profit Neighborhood Mediation Center (NMC) in Reno, Nevada. Monica discovered the dynamic field of ADR in 2009 in her first mediation class and felt immediate resonance with and purpose in the process. After volunteering at NMC for 2 years, then working as its program director for 6 years, she was named executive director in June of 2017. She retired from the position in June of 2021 but continues as a volunteer mediator and contract trainer for the NMC.

Since 2015, Monica has co-trained the *Beginning Mediation and Conflict Resolution Skills* and *Advanced Mediation Skills* courses offered through University of Nevada, Reno Extended Studies. Monica has completed advanced mediation, negotiation and facilitation trainings at Pepperdine's Straus Institute for Dispute Resolution; Harvard Program on Negotiation;

Center for Dispute Resolution, Santa Monica; Center for Understanding in Conflict, Mill Valley, CA; American Management Association; UC Davis Extension; and UNR Extended Studies. She is currently pursuing a certificate in mediator reflective practice through the Reflective Practice Institute.

Ms. Kales holds a Bachelor of Science in business from the University of Nevada, Reno and has accounting, finance, and business management experience in corporate, accounting firm, non-profit, and small business environments. In addition to her passion for finding peace, Monica enjoys theatre, music, wine, travel, and meaningful conversation and loves sharing these passions with her family and friends.