

# IMA 2021 Annual Conference “New Tools for Changing Times”

## Our Presenters



**Manuel Carral** earned his Law Degree at the University of Buenos Aires Argentina, where he “ad honorem” participated in research and teaching of Theory of Law, Civil Law and Alternative Methods of Conflict Resolution.

In 2013 he participated in the Permanent Research Seminar Remo F. Entelman “Theory of Conflict: From the Object to the System,” in the Ambrosio Gioja Institute of Legal and Social Research.

In 2017, understanding that there is no interpersonal conflict without an inner-personal aspect, he certified as an Ontological Coach. Currently he is creating communication models and soft skills training to learn how to manage conflict in all life scenarios. Before being a professional, a partner, or friend, you are a person; the common factor of every circumstance is you. Manuel focuses on the constant to approach the change.

**Genny Heikka, MBA**, is a speaker, consultant and coach who is passionate about helping people thrive and reach their full potential. As the Founder of Her Team Success, she coaches women and teams toward greater impact and results and has been named one of the Top 10 coaches in Boise by Expertise.com. Certified in Emotional Intelligence and EQ-i 360, Genny has served in a variety of leadership roles within corporate, non-profit and community organizations. She teaches business and women's advancement courses as Adjunct Faculty and applies her expertise in communications, marketing and branding to help her clients stand out and succeed.



**Treena Reilkoff** is a Trauma Informed Conflict Management and Resiliency Specialist. She is a Qualified Mediator, Trainer and Facilitator with the ADR Institute of Canada and Canadian Cannabis Dispute Resolution Center (CCDRC), as well as a Workplace Analyst and Restoration Specialist with the Fairness Institute. Treena’s unique credentials also include being certified as a Psychological Health and Safety Advisor, Certified Resiliency Trainer and Certified in Critical Incident Stress Management. She has over 25 years of working in the fields of ADR, mental health, behavioural analysis, workplace health

and safety and human rights. Treena's experience includes working in diverse, complex, high risk, safety sensitive environments and recognizes how trauma and environmental contexts can influence the mediation/facilitation process. Her clientele is diverse, and she has worked with people from various ethnic, cultural, and socio-economic backgrounds, including first responders, military/veteran personal and those involved in the criminal justice system across 5 provinces in Canada. Recognizing that the impact of trauma and conflict has no barriers, her history of ADR includes the private and public sector, educational institutions, health care, non-profit associations, union environments and within indigenous communities. Treena has her Executive Certification in Conflict Management, Bachelor of Social Work (clinical speciality)

and Bachelor of Arts. Treena is the Founder of TLR Solutions4Conflict. Treena is the Founder of TLR Solutions4Conflict.

**Bryan Nickels** is an attorney in private practice and member at the recently-founded firm of Scanlan Griffiths Aldridge + Nickels in Boise, and is registered as a Civil Case Mediator with the Idaho Supreme Court. Mr. Nickels practices in general civil litigation in both state and federal courts, and is admitted to practice in all courts of the state of Idaho, the Ninth Circuit, and the U.S. Supreme Court.



**Jennifer Poole** is the Benefits Administration Supervisor at the Idaho Industrial Commission. She is an Idaho Certified Professional Mediator, a State of Idaho employee mediator, and has been adjunct faculty for Boise State's Dispute Resolution Program since 1999. In 1996, she researched, developed and implemented the Victim Impact Program for Ada County Juvenile Court Services which grew to include victim offender mediation, parent child mediation, peer mediation and community group conferencing. Jennifer serves on Idaho Mediation Association's Board and is a member of the Training and Education Committee. She seeks to provide more mediation and education opportunities for mediators and communities through seeking grant funding for peer mediation in the schools and criminal mediation programs and continuing to work with criminal justice systems and youth programs throughout Idaho. Two of her four children have been peer mediators in elementary school.

Whether **Andrea Ohman** is in a classroom of energetic high school teens, a lecture hall amidst the most intellectual Constitutional scholars, or sitting with Rwandan widows sharing memories of husbands lost by the 1994 Rwandan genocide, her core values remain consistent and strong. Andrea believes in each individual's ability to impact community development by actively participating through advocacy, service and empowerment. Andrea has a deep passion for all, assisting as able to help navigate individual traumas and to become thriving, healing, and contributing participants of society. Andrea's experience as a mental health peer support specialist gave hope to those that had given up.



Andrea's studies include English Literature, Intercultural Communication, and Alternative Dispute Resolution at the University of Montana, Missoula. As an experienced mediator, she experienced pivotal moments while mediating with the Salish Kootenai tribe, learning cultural biases, and navigating and resolving conflicts within. Andrea earned her Peer Support Certification in 2017 and was initially employed at Pearl Health Clinic in Idaho Falls. She embraced many roles while working for Pearl Health Clinic. She is a case manager, community based rehabilitative specialist, quality assurance auditor, and was the training & development manager. Andrea was extended the opportunity to assist her mentor and Trauma Psychologist, Dr. Frances Acoba, in Rwanda, teaching coping skills to survivors of the 1994 Rwandan

genocide. Andrea created a Peers Empowering Peers curriculum, which was adopted by Rwandan governmental organizations, and is used in the rural villages to teach coping skills to communities still struggling with PTSD and trauma. This trip instigated her passion for advocacy, empowerment and reconciliation within 5 projects throughout the globe. Andrea currently runs the Caluya Foundation, which has peer projects in Rwanda, two in Uganda, Kenya, Mexico, and works closely with Cambodian refugees that fled to Honolulu after the Khmer Rouge genocide.

In her free time, Andrea volunteers for Grand Teton Mediation, CASA, leads several county jail ministries, and recently has joined the American Red Cross Disaster Relief Program. Andrea is a perpetual student, she enjoys traveling abroad and hopes to continue her travels very soon.



**Will Chalmers**, Founder and CEO of Mediator Network, is a leader in the mediation services space. He has built and continues to develop a global professional network of mediators. Will is driven by the need to better educate the public about mediation and encourage as many people to use this form of dispute resolution. Will studied law, having obtained the Law LLB (Hons) from the University of Surrey, and has a background in both the legal and education sectors. During this time, and before founding Mediator Network, he built up a free to use regional legal advice service with 70+ lawyers and which helped more than 1,000 people per year with legal advice and guidance. His focus is on leading and disrupting the

market and blending technology, innovation, and people to provide better and higher quality mediation services, as well as promoting mediation to the wider public to improve engagement with this form of dispute resolution. Mediator Network supports mediators with business development, peer support, promotional activities, and professional support services. During his time as CEO, Will has brought platforms and activities such as International Mediation Awareness Week, Find-a-Mediator, better peer support, and simplified access to mediation services across the globe. He is passionate about helping the next generation of practitioners to succeed and working with other organizations around the world to put mediation firmly on the map. Outside of running Mediator Network, he is family oriented and loves spending time with his boys, and really enjoys being by the beach.

**Merlyn W. Clark** is a senior partner in the Boise office of Hawley Troxell Ennis & Hawley LLP. His legal practice focuses on complex civil litigation and alternative dispute resolution, including mediation and arbitration. He has mediated more than 900 civil disputes. He is included on the rosters of approved mediators of the United States District Court, District of Idaho and all state courts of Idaho. He has been designated a Certified Professional Mediator by the Idaho Mediation Association since 1995. He has served as a member of the IMA Board of Directors. He is a Fellow of the American College of Civil Trial Mediators and a member of the National Rosters of Commercial and Employment Arbitrators and Mediators of the American Arbitration Association. Mr. Clark has served as Adjunct Professor of Negotiation and Settlement Advocacy at The Straus Institute for Dispute Resolution, Pepperdine University School of Law and as an Adjunct Professor of Negotiation and ADR at the University of Idaho College of Law, Boise



Campus. He also has served as an Adjunct Instructor on Negotiation Skills and Mediation Advocacy Skills at the University of Idaho, College of Law in Moscow, Idaho.



**Bryant Galindo** is the Founder and Principal of CollabsHQ, LLC, a consulting and training firm that works with business owners, teams, and organizations through difficult dialogues and negotiations. Bryant has mediated complex commercial and business deals in the millions of dollars range and coached clients worldwide on leadership communication. And he has worked with the United Nations, MUFG/Union Bank, and the University of Phoenix as a consultant to create and facilitate digital-first training on conflict resolution and organizational communication.

Bryant is currently writing a book titled “The New Middle: Using Heart and Mind to Collaboratively Disagree,” which will be published by New Degree Press in December 2021. The book focuses on finding the strength and resilience to view disagreements as inspirational sources of change. It starts with his journey after a near-death experience that left him wondering, “Why?”. Once Bryant began his healing journey, he quickly realized for the first time in his life that emotions and anything “heart” related were not concepts relegated to just the female gender but also sources of empowerment that all humans could access. And he built a business around this, using the heart-mind connection to navigate difficult conversations and create sustainable change when it matters most.

A first-generation Mexican-American, Bryant holds a Master of Science in Negotiation and Conflict Resolution from Columbia University. He is a certified mediator and calls Los Angeles, CA home. You can connect with him at [bryant@collabshq.com](mailto:bryant@collabshq.com) as well as on [LinkedIn](#), [Facebook](#), and [Twitter](#).

**Carol Barkes** is a neuroscience-based conflict resolution professional, mediator, speaker and best-selling author with a wide variety of experience. She served as the Mediation Director for Idaho’s Fourth District Court and she is an ADR Advisor to the Department of Homeland Security/FEMA, an adjunct professor for BSU and CSI, and a sought-after keynote speaker with a thriving private practice. In Idaho, she has worked with Winco, HP, Micron, US Forest Service, Kount, National Park Service, Bureau of Reclamation, Canyon County Highway District, National Interagency Fire Center and many more. She has spoken at the United Nations and is regularly seen on Fox, NBC, ABC, CBS, the Wall Street Journal, USA Today and quoted in a wide variety of publications. In 2018, she co-authored a book, *Success Breakthroughs*, with Jack Canfield, known for authoring the Chicken Soup for the Soul Book Series and was a 2019 Idaho Woman of the Year. Her husband Leland, son Christopher and her many friends and family round out her life, and she enjoys spending time camping, hiking, scuba diving, traveling and cooking.





**José Martínez-Aragón** is the Director of the Office of Ombudsman and Mediation Services (OMB) of the World Health Organization (WHO) since January 2015. Based in Geneva, Switzerland, he manages the services responsible to assist staff and managers from WHO as well as the Joint UN Programme on HIV/AIDS (UNAIDS), the International Computing Centre (ICC) and the International Agency for Research on Cancer (IARC), in addressing work related disputes through informal channels, including mediation. As the WHO/UNAIDS/ICC/IARC Ombudsman, his role is also to monitor trends for the early detection of systemic issues; to support preventive action; and to foster a workplace culture that upholds organizational core values. His close work with all regional ombudsman, has ensured a coherent professional practice across WHO in accordance with international standards.

Mr Martínez-Aragón joined WHO after a long international career with both the United Nations, as Regional Ombudsman for Latin America & the Caribbean (2010-2015), and the European Union, as Principal Adviser to the European Ombudsman (1996-2009).

Mr Martínez-Aragón is a Spanish attorney specialised in alternative conflict resolution and mediation, matters on which he has taught extensively in different countries. He has been accredited as a mediator in France, the UK and the USA and is an active member of several international associations of ombudsmen and mediators. Most notably, he belongs to the International Ombudsman Association (IOA), which certified him as an “Organizational Ombudsman Practitioner”. Between 2013-2019, he was one of the elected members of the IOA Board of Directors.

Mr Martínez-Aragón graduated in Law from the University of Barcelona, Spain, and holds Masters degrees from Yale and Pace universities, and has also completed specialized courses at Harvard and Stanford.

Mr Martínez-Aragón is a keen sportsman and enjoys swimming and running activities.