



EILEEN P. PETZOLD-BRADLEY

Conflict Resolution Practitioner eager to help clients advance their knowledge and abilities in intercultural understanding, resolve communication crisis and barriers, and productively manage conflicts. A hands-on change agent and influencer that works with diverse teams and executives in the facilitation, moderation, and transformative guidance through difficult individual or organizational conflicts. An intuitive strategist with acute business acumen and expertise in developing learning tools to equip individuals, teams, and organizations for navigating global business challenges.

Proven expertise in:

- Conflict Resolution Training and Intervention (1:1, in-house, online)
- Cross-Cultural Communication, Diversity Equity and Inclusion
- Alternative Dispute Resolution, Problem Solving, and Negotiation
- Organizational Transformation and Workplace Mediation
- Conflict Transformation Research and Peace Education
- Team Leadership, Peer Mentoring, and Supervision
- Social Media Marketing, Public Speaking, Networking and Liaison

Core Strengths:

(Motto: "I am always up for a good challenge and helping others!")

Pragmatic, Honest, Open-Minded, Creative, Empathetic, People Oriented, Charismatic, Inspirational, Intuitive, Systemic and Critical Thinker.



CONTACT

Weißdornallee 14, 13158 Berlin, Germany

+49-(0) 171-310-7694

eileen.petzold.bradley@gmail.com

FORMAL EDUCATION

2016 - Present

Ph.D. Candidate, Doctoral of Philosophy
 Nova Southeastern University, Department
 of Conflict Resolution & Analysis
 Davie Florida, USA
 Area of Concentration: Conflict in
 Organizations & Interpersonal Conflict

1993 - 1997

**Master's Degree in Urban
 and Environmental Planning**
 University of Virginia
 Charlottesville Virginia, USA

1989 - 1993

**Dual Bachelor of Arts Degree in
 International Studies and Spanish**
 George Mason University
 Fairfax Virginia, USA

ACADEMIC & TEACHING EXPERIENCE

08/2017 to Present

Nova Southeastern University, Department of Conflict Resolution & Analysis, Davie Florida, USA

Graduate Teaching & Research Assistant

Work closely with DCAR faculty Dr. Georgakopoulos in curriculum design, research, planning, and teaching.

Serve as the first contact to assist in resolving conflicts and facilitate class online learning and residential courses through fall, winter and spring semesters. Write syllabus content for courses and ensure for book orders on Faculty Enlight and academic quality for multiple courses. Extensively utilize communication and counselling skills to supervise and mentor PhD graduate and Master-level students.

Key Contributions:

- Design and maintain website, write content and marketing material, and coordinate outreach activities and campus events for NOVA's Student Conflict Resolution Working Group.
- Assist in applying for Quality of Life Grants and coordinating research with Nova's Institutional Review Board for conflict resolution research on topics including youth violence and terrorism.
- Ability to collaborate and interact with diverse groups including staff, faculty, students and senior leadership.

01/2019 to 12/2019

Dr. Neil Katz & Associates, Jupiter, Florida

Training Specialist

Two unique practicum opportunities with Dr. Neil Katz and his team of consultants and trainers expanding human and organizational capacity. Provide expertise in the area of resolving conflicts in the workplace and organizational settings, Ombud's role in educational institutes, and the emerging role of Conflict Resolution Officer.

Prepare professional presentations at academic conferences and educational institutions in the USA and researching and co-authoring works for books and journal publications.

Key Contributions:

- Formulate and deliver lectures on conflict resolution themes for seniors learning at the Florida Lifelong Learning Osher Institute in Jupiter, Florida during 2020-2021 academic calendar.
- Train public managers, civilians, and military officers from the Department of the Army from 3-7 June 2019 at Syracuse University, New York.
- Author of Special Annex "Cross-Cultural Intelligence" and editing assistance in the book: Katz, N. H. et al. (2019). Communication & Conflict Resolution Skills. 3rd ed. Dubuque, IA: Kendall Hunt.

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PROFESSIONAL WORK EXPERIENCE

11/2017 to Present

INGEUS individual - Berlin, Germany

Career & Life Coach

Coach and facilitate academics, executives, and professionals in planning strategic career moves and developing leadership skills by providing situational and topic-based consulting services.

Support clients in identifying personal interests and life goals as well as in finding new employment opportunities for clients. Review clients' CVs and cover letters for providing constructive feedback. Rehearse job interview tactics with clients and offer advice for improvement. Hold seminars and workshops to educate individuals who are searching for the right career path. Perform personality and skills assessments on clients and guide them along to make a career change.

Key Contributions:

- Successfully assisted dozens of academics and expats in finding employment through extensive coaching sessions and modules.
- Utilise extensive experience, knowledge, and skills in providing motivation and life-changing consulting to allow for removing blockages and accepting positive change.

19/2016 to Present

The Cultural Diplomat (TCD), Berlin, Germany

Consultant, Coach, and Trainer

Collaborate with a variety of clients in the business, policy, and private sectors to help them manage organizational and workplace conflicts effectively. Conceptualize and facilitate dialogue workshops for different conflict stakeholders. Oversee the responsibility for providing conflict coaching or mediation to resolve interpersonal and group conflicts and transform and restore relationships.

Direct and shape training for diverse teams and management in communicating across cultures, cross-cultural and emotional intelligence, and solving communication crisis. Partner with start-up and medium-size organizations to enhance teambuilding through effective communication and application of conflict resolution tools.

Key Contributions:

- Regularly invited as a guest speaker and trainer for various organizations providing conflict resolution training, online conflict coaching, and dispute webinars and educational podcasts.
- Efficiently educate and coach many employees of global leading tech and start-up companies, governmental agencies, and medium-size organizations in Europe and the USA.

08/2004 to 08/2016

LtC Now - Education Learning Center, Berlin, Germany

Executive Director & Owner

Provide executive-level leadership for successful management of operations for the learning center, including interacting with clients and sales, budget planning, financial payments, and bookkeeping.

Envisioned and implemented strategies for managing all aspects of the business, such as client acquisitions, advertising and marketing, and public relations. Efficiently developed and promoted strong client-business relationships through consistent contact, public relations campaigns, and local outreach.

Key Contributions:

- Achieved business and revenue growth; boosted initial sales by over 50% by attracting small business owners and business professionals in the Berlin community.
- Orchestrated and implemented a successful program for promoting other facets of the business, including Polish for Adults, Women Support Groups, and Mommy Morning Clubs.
- Developed comprehensive formal business language training programs and customized seminars in English for German clients from business, technology, real estate, and medical sectors.
- Trained staff of freelance teachers and managed up to 10 employees.
- Provided weekly training via 6-10 weekly courses for up to 50 clients.
- Taught English reading and writing to over 150 children between the ages of 2-16 years old in the Helen Doron method across 12 learning levels.

01/2009 to 12/2012

Helen Doron Educational Group, Berlin, Germany

Master Franchisor for Berlin & Brandenburg

Manage all Helen Doron English educational franchising activities within the territory and provided proactive support for the start-up initiatives of franchisees, including intensive training course covering administrative, pedagogic, business, and marketing areas.

Partnered with Helen Doron franchisees across all levels at Headquarters and in Israel, Europe, and Germany. Served as the role of chief spokesperson for Helen Doron English in Berlin and Brandenburg.

Key Contributions:

- Drove aggressive brand expansion initiatives to sell new Helen Doron English Learning Centre franchises within the Berlin-Brandenburg area.
- Spearheaded all Marketing and Public Relations initiatives, including the production of printed materials as well as online and offline advertising.
- Navigated all educational franchising marketing and teacher trainer and educational activities within the Berlin-Brandenburg territory.

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PROFESSIONAL WORK EXPERIENCE

01/2003 to 12/2003	<p>Adelphi, Berlin, Germany</p> <p>Research Associate</p> <p>Provide policy consulting and project lead across diverse projects in areas including environmental technology transfer, sustainable development, climate change strategy, human security and Agenda 21 themes, conflict prevention and peace linkages, and Transatlantic environmental policy.</p> <p>Key Contributions:</p> <ul style="list-style-type: none">• Directed technical and peace and conflict research on the "Advance Climate Talks Project" aiming to enhance dialogue and influence key decision-makers in Europe and the US towards developing a joint climate change strategy in the post-Kyoto process. The US German Marshall Fund financed the project.• Provide external policy consulting, research and professional editing for several projects including the Environment, Development, and Sustainable Peace (ESDP) Initiative sponsored by the Bellagio Forum which aims to bridge the gap between Northern and Southern perspectives on the environment, development, population, conflict, and peace linkages; and the German Council for Sustainable Development working in contribution to the World Summit for Sustainable Development.
08/2001 to 12/2001	<p>Stiftung Wissenschaft und Politik - German Institute for International and Security Affairs, Berlin, Germany</p> <p>Project Assistant</p> <p>Organize events and marketing activities for the Conflict Prevention Network's (CPN) experts, officials in the European Commission Parliament, and national governments working in the fields of peacebuilding, conflict prevention, and crisis management.</p> <p>Key Contributions:</p> <ul style="list-style-type: none">• Product management and coordination of CPN products and final archiving in CPN Library.• Close cooperation with senior researchers and project managers in the completion of CPN products such as "Record of Preventative Capacities: Mainstreaming Conflict Prevention."
01/1998 to 07/2001	<p>Ecologic Institute, Berlin, Germany</p> <p>Research Fellow</p> <p><i>Initiate research projects, analyze policy trends, author policy papers for key decision-makers, and deliver research findings to varied audiences in the policy arena. Perform first-hand research and conduct interviews with pertinent policy and academic experts in North America, Europe, and Asia.</i></p> <p>Contribute and serve as a spokesperson and liaison on numerous international projects and identified new possibilities for the research organization. Publish numerous security policy-related articles in scientific journals, edited many publications and books, and prepared advertisements, briefing papers, speeches, and press statements for high-level officials.</p> <p>Key Contributions:</p> <ul style="list-style-type: none">• Organized and coordinated significant conventions, conferences, and workshops for the German Foreign Office and the German Federal Ministry of Environment within NATO and OSCE member countries.• Received a special CCMS Pilot Study Visit Grant to work on a 4-year NATO project: Environmental Decision-Making for Sustainable Development in Central Asia, Secretary-General for Scientific & Environmental Affairs.
08/1997 to 12/1997	<p>EPEA GmbH, Hamburg, Germany</p> <p>Project Coordinator</p> <p>Assist EPEA's Director on projects in conducting life cycle assessments for products and environmental technologies (including energy, raw material, and waste balances) in order to develop sustainable practices in different industrial sectors.</p> <p>Key Contributions:</p> <ul style="list-style-type: none">• Manage and direct technical research between the USA and Germany and co-authored an environmental impact assessment study of the Carnegie Mellon University's "Intelligent Workplace."• Contribute to research on new and innovative environmental business concepts such as human health and the natural environment while improving profitability and cost-effectiveness instead of environmental regulation and legal control.

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PROFESSIONAL WORK EXPERIENCE

08/1992 to 07/1997

US Army, National Ground Intelligence Center (NGIC) Washington D.C. Metro Area, Charlottesville, VA
Latin American Security Analyst

Provide scientific and technical intelligence and general military intelligence on foreign ground forces in support of the war-fighting commanders, force, and material developers for the Department of Army, Department of Defense, SOUTCHOM and national level decision-makers.

Serve as a project manager and author for numerous studies on Latin America & the Caribbean on issues such as political instability and low-intensity conflicts, guerilla warfare & drug trafficking, and risk assessments. Duties included extensive travel throughout the LATAM area. Conduct research, analysis, and produce studies, estimates, forecasts, and other intelligence products on Latin American ground forces (operations, tactics, and organization) and trends to support Army force developments, systems acquisition, training, and crisis assistance.

Key Contributions:

- Served as NGIC representative during Haiti and Cuban Crisis Cells and exercises at the Army Operations Centre and National Military Joint Intelligence Center.
- Represented NGIC in Army and DOD forums, presents and defends position in intelligence planning and operational communities with other US Government counterparts.
- Regular participant in the annual US Army War Gaming Exercises at the US Army War College.

Summers 1987-1989

Panama Canal Authority (ACP), Balboa, Republic of Panama
Student Assistant

Worked over three summers in various roles in the Protocol Office of the Administrator, Marine Shipping Bureau, and Personnel & Records Management. These experiences provided a memorable and unique opportunity to work for the "former Panama Canal Commission," the joint US-Panama agency that managed and had exclusive responsibility for the operation, administration, management, preservation, maintenance, and modernization of the canal.

PROFESSIONAL DEVELOPMENT

Certificates

Systemic Coaching (incl. NLP, Executive Leadership & Motivation), European Coaching Association (ECA), Stakeholder Centered Coaching For Executives (Marshall Goldsmith Scholarship), Business English and Cambridge Language Preparation Courses.

Computer Skills

Operating systems (Windows and MacOS), Office suites (Microsoft Office, G Suite), Presentation software (PowerPoint, Keynote), Spreadsheets (Excel, Google Spreadsheets), Communication and collaboration tools (Slack, Skype, Zoom), Web-Based e-Learning Platforms (Canvas), Online Dispute Resolution (ODR) technologies.

Professional Memberships

Association for Conflict Resolution (ACR), Mediators Beyond Borders, Society for Intercultural Education, Training and Research (SIETAR), American Association of University Women (AAUW)

Community Outreach/Engagement

Active in various start-up and digital communities, women empowerment networks, expat support circles, and educational coaching groups in Berlin, Germany.

Languages

English (Native Speaker)
German (Fluent)
Spanish (Intermediate)

Publications, Conferences

(Available upon request)

References

Dr. Neil Katz, Neil Katz & Associates
Executive Director
neilkatz44@gmail.com
954-262-3040

Dr. Alexia Georgakopolous
Nova Southeastern University, Professor
georgako@nova.edu
954-262-3054

Jorg Bahrtdt, Ingeus individual
Managing Director
JBahrtdt@ingeus.de
030-700-1427-27

Alexander Carius
Director, Adelphi Research, Managing
Director
carius@adelphi.de
030-89000-680

Hobbies

Environmental Conservation, Yoga and Wellness Adventures, Travel and Nature, Cultural Appreciation for International Cuisine, Music, Art and Theater