

*Curricula Vitae*

**PAMELA K. STRUSS, Ph.D**

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**PROFESSIONAL PROFILE**

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- Accomplished career demonstrating consistent success as a Higher Education Professor, Leader and Innovator in local government and higher education levels. Outstanding track record in assuring student success.
- Seasoned at designing new curricula and building programs from the ground up through proven practice methodology.
- Extensive background in analyzing, developing and implementing programs through successful grant writing, resource identification and assembling people and funding to accomplish a mission.
- Effective communicator with excellent planning, organizational and negotiation strengths as well as an ability to lead, collaborate with others, establish and meet goals, and make positive impact on human life.

**EDUCATION**

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- Ph.D., Conflict Analysis and Resolution, NOVA Southeastern University, Ft. Lauderdale, VA 2013  
Dissertation: *Blueprint of Prince William's Housing Loss through Foreclosure Experienced in the Hispanic/Immigrant Community*
- M.S., Conflict Analysis and Resolution, Institute of Conflict Analysis and Resolution @ George Mason University, Arlington, VA 2006
- B.A., Political Science/Public Administration, University of Texas at Arlington, Arlington, TX

**ALTERNATIVE DISPUTE RESOLUTION PRACTICE**

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Executive Director, Greater Richmond Community Mediation Center (501c3), Richmond, VA 2023-Present

- Founded September 18, 2023
- Provide alternative dispute processes to the courts, business, organizations, groups, nonprofits, families and individuals.
- Provide Mediation Coordination and manage relationships with courts in the Greater Richmond area
- Teach VA Supreme Court mediator certification courses and other ADR courses, mentor new mediators in training
- Manage the day-to-day operations and secure funding for the Center, assign cases to the mediators on the roster
- Report to the Board of Directors and implement their initiatives

## ACADEMIC/TEACHING EXPERIENCE

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Adjunct Professor, Jimmy and Rosalynn Carter School for Peace and Conflict Resolution at George Mason University, Fairfax, VA 2012 to Present

- Teach Mediation Theory and Practice, Conflict Resolution Techniques and Practice, and Interpersonal Conflict Resolution to undergrad students.
- Supervise student interns in field setting, Mentor Student Scholar for research.
- Developed/designed mediation certification program leading to Virginia Supreme Court certification for undergraduate students and taught certification curriculum and coordinated with several court systems for students to observe and co-mediate active cases on court docket. Research interests include: community development, environment, mediation, local governance and religious institutions.
- SCAR/GMU Liaison to NOVA Southeastern University/Department of Conflict Analysis and Resolution to address potential solutions for anti-gang programming.
- Serve on Provost Adjunct Task Force.

Adjunct Professor, Peace and Conflict Studies Department at University of North Carolina Greensboro, Greensboro, NC August 2017 to 2019, Spring 2023-

- Teach Working Through Interpersonal Conflict, Facilitating Inclusive Community, & Conflict Analysis: Theories of Change.
- Design and build online version of Skills and Techniques of Conflict Transformation (600 Level) and Peace Development and Community Building (600 Level).
- Mentor students and link them to the field through internships and introduction to professionals in the field. Help develop mediation program for community.

Lecturer, Conflict Management and Resolution at University of North Carolina Wilmington, Wilmington, NC January 2019-2020

- Teach foundational courses and mediation concentration.
- Research and begin designing a grad mediation course leading to Superior Court Mediator Certification.
- Develop partnerships with Carolina Dispute Resolution Services, New Hanover Court System, Chief Judge and District Attorney.
- Liaison to area business to develop internship opportunities.

## REAL ESTATE EXPERIENCE

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**Realtor**, eXp Realty, Greater Richmond Area, 2022-2023 (*License inactive*)

- Reviewing and assessing the real estate market trends, mortgage loan rates & programs, first time buyer and affordable home buying programs for teachers, fire & rescue personnel, law enforcement and nurses
- Conducting comparative market analysis for potential clients interested in selling their homes
- Offering suggestions of how to ready a home for the market, develop a marketing plan
- Manage and coordinate housing repairs/remodeling if required
- Facilitate client's assessment of housing needs, price range and location
- Work with human resources of school districts, fire department, law enforcement agencies and medical facilities in recruitment of new employees with locating housing

**Realtor**, RE/MAX 1<sup>st</sup> Realty, Northern Virginia. 2009-2014 RE/MAX Bay Country, Gloucester, Virginia. 2006-2009; RE/MAX Allegiance, Woodbridge, Virginia. 1998-2006

- Assessed potential buyer's needs, goals and financial status to purchase a home
- Assessed potential home seller clients as to their home's fitness for the market
- Facilitated clients' selection of location and buying or selling their home

- Designed marketing plan for selling clients
- Managed remodeling and capital improvements for client's homes
- Coordinated closing process with allied professionals
- Designed curricula and taught home buyers education and financial literacy classes
- Successfully worked with local government leaders writing an affordable housing ordinance; and designed and implemented a home buying program for Teachers, Firefighters, Law Enforcement and Nurses, over 500 were assisted
- Received Prince William County Education Association Whole Village Award for housing program
- Received yearly awards from RE/MAX International for sales volume

## **EDUCATION/TRAINING COURSES TAUGHT**

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### Undergraduate

- Conflict Resolution Techniques and Practice (300 Level)
- Interpersonal Conflict Resolution (300 Level)
- Working Through Interpersonal Conflict (300 Level)
- Facilitating Inclusive Community (300 Level)
- Mediation Theory and Practice (400 Level)

### Graduate

- Conflict Analysis: Theories of Change
- Skills and Techniques of Conflict Resolution
- Community Mediation
- Peace Development and Community Building (designed online course)
- Conflict Management Theory

## **AREAS OF SPECIALIZATION**

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- Conflict Analysis: Local Governance, International Development, Environmental Conservation, Organizational, Community and Interpersonal
- Conflict Management and Resolution: Governance, Development, Environment, Community, Judicial and Interpersonal
- Research Methodology and Area: Quantitative and Qualitative, Court Mediation Processes and Practice
- Housing: Local Governance

## **HIGHLIGHTS OF PROFESSIONAL EXPERIENCE**

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### **Mediation Service Contractor, Petersburg, General District Court 2022-Present**

- Coordinate with General District Court clerk's office to mediate General District Court Cases when referred by Judge
- Pre-screen parties as to suitability for mediation
- Conduct mediation orientations and mediation sessions, scribe collaborative mediated agreements and file with court

### **Mediation Certification Trainer & Mentor, George Mason University, Fairfax, VA 2014-present**

- Teach the 20 hour Introduction to General District Court Mediation, Overview of the Virginia Judicial System 4 hour course and a 4 hour Simulation/Observation Course
- Oversee mentors working with students during the role play requirements
- Coordinate with local judicial districts for students to observe and co-mediate court cases

- Mentor students for certification training completion

**Mediation Service Contractor**, Alexandria General District Court 2016-2017

- Coordinate with General District Court clerk's office to mediate General District Court Cases when referred by Judge
- Pre-screen parties as to suitability for mediation
- Conduct mediation orientations and mediation sessions, scribe collaborative mediated agreements and file with court

**Court Mediation Co-Coordinator**, Alexandria Mediation Service, Alexandria, VA 2012-2016

- Coordinated with General District Court clerk's office to remind plaintiff and defendant about attending mediation orientation and session if they so chose prior to trial date.
- Contacted certified mediators and assigned cases prior to trial.
- Notified court clerk's office of mediation results and prepared and turned in appropriate paperwork
- Established intern relationship between George Mason University students and Service

**Senior Vice President**, Single Family Housing Division of Bay Family Housing/Bay Aging, Urbanna, VA 2007

- Senior Vice President in charge of administration of federal and state housing grant programs to repair or replace homes with non functioning indoor plumbing
- Administered \$3mil operating budget and supervised 4 professional and classified staff and countless subcontractors
- Tripled the number of homes repaired or built compared to previous years
- Instituted fairness into selecting solicited bids in accordance with federal and state guidelines for repair and new construction of residential property, implemented green/sustainable building techniques and instituted cost saving methods to regenerate existent septic systems
- Mediated between home repair recipients and subcontractors regarding failed repairs
- Successfully lobbied state elected officials to increase the amount of funding for each construction job
- Expanded services to low income citizens: financial literacy education, down payment and closing costs assistance, housing counseling, and a state sponsored savings match program
- Established partnerships with an area bank, Virginia Housing Development Authority (VHDA) and Freddie Mac to expand homeownership among low to moderate income
- Submitted grant proposals and received awards from HUD, VHDA and Freddie Mac
- Worked with County Administrator to file applications and secure a FEMA grant to rebuild flooded homes

**Event Coordinator and Salesperson**, Northwest Designs Ink, Bellevue, WA 1995-1999

- Managed east coast operations for sporting events
- Ordered supplies for each event
- Reported sales detail to local liaison and paid their commission on sales
- Reported and deposited sales receipts to main office

**Adult Community Supervision Officer**, Dallas County Community Supervision and Corrections Department, Dallas, TX 1993-1995

- Supervise individuals placed on probation in lieu of incarceration by the courts
- Supervise individual through field visits to their homes and places of employment
- Progressed from individuals with minimum supervision level, to medium and ultimately ended supervising individuals on a maximum supervision level, increasing face to face contact and making referrals for additional support
- Conducted in-depth interviews and assessments of individuals and referred to appropriate support services
- Maintain detailed records, documented and reported violations to the court

- Interface with assigned courts to assure courts orders were fulfilled
- Conduct in depth interviews and other requirements with offenders on maximum caseloads
- Coordinate with multiple levels of law enforcement (local, FBI, INS) regarding particular offenders under investigation

## **EARLY CAREER**

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### **Owner, Pamela's Animal Care, Duncanville, TX 1984-1993**

- Started one of the first in the United States in-home pet sitting service delivered in pet's home
- Supervised 10 caretakers
- Pet sitting service expanded to entire Dallas TX metroplex with 100's of clients
- Designed a public/private partnership between three local governments to build and manage an animal control facility

### **Criminal Court Officer, Dallas County Community Supervision and Corrections, Dallas, TX 1993-1995**

## **PRESENTATIONS**

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- Presenter, Building Peace Begins at Home, Rotary International Peacebuilding Conference, Kilmarnock, VA April 2023
- Presenter/Trainer, Introduction to Community Conflict Resolution, Northern Neck, VA, April 2021
- Presenter, "Communication Challenges with Your Teen", ACR Youth Day, September 2019.
- Speaker, "Boost Capacity through Practice Reflection", ACR ERT Committee Webinar, July 2019.
- A Conflict Manager's Life Lens, the Intersection with Ethics, and Negotiation selected for visual presentation for International Association of Conflict Management Conference in Dublin, Ireland 2019
- Speaker, "Should Court ADR Programs Evaluate Long Term Outcomes", ABA Court Committee Webinar, June 2019.
- Facilitator, Resilient Women's Dialogue of the Northern Neck, Northumberland County, VA. Gathering women of different ethnicities and socioeconomic levels to build bridges to understand and work together to improve the community. Brief lectures are given covering the basics of conflict theory and its resolution. 2019-present
- Presenter, Virginia Mediation Network Fall Conference 2016, Richmond, VA. Reported research findings from study conducted to quantify mediated agreement success rate of four judicial districts. September 2016
- Presenter, Virginia Mediation Network Fall Conference 2016, Richmond, VA. Taught CLE course: Overview of Culturally Competent Judicial Mediation, discussed culture's impact on the parties and mediation, built awareness of culture concepts. September 2016.
- Presenter, St. Stephens Episcopal Church Community Interracial Dialogue. Discuss racism in the Northern Neck, Va. December 2015
- Moderator, Nepal Embassy with the H.E. Honorable Ambassador Karki and Charge de Affair Rishi Ghimire, a panel discussion about the adoption of a new constitution and the undeclared economic blockade by India. November 2015
- Presenter, Blueprint of Prince William's Housing Loss through Foreclosure Experienced in the Hispanic/Immigrant Community, Mayor & City Manager of Manassas City, May 2014
- Presenter, Intro to Conflict Resolution: Overview of Four Frames of Leadership Conflict Style, Suriname, Paramaribo, Suriname, June 2011
- Presenter, Housing Heroes, Prince William Association of Realtors, Prince William County, Virginia 2010.

- Coordinator and Presenter, Housing All Teachers and Housing Essential Personnel Home Buying Seminar, Northern Virginia and Northern Neck, Virginia, 2002-2009.
- Educator, VHDA (Virginia Housing Development Authority) Home Buying Education, Northern Virginia, 2003-present.
- Coordinator and Educator, Financial Literacy/Freddie Mac Credit Smart Curriculum, Bay Family Housing, Urbanna, Virginia, 2007.
- Coordinator, Northern Neck and Middle Peninsula Sustainable Building Conference, Warsaw, Virginia 2007.
- Coordinator, His Majesty King Abdullah II of Jordan and East Coast Rabbinical Leadership, Washington, DC, 2005.

## **PUBLICATIONS**

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- Coauthored with Barbara Strahl, *Alternative Justice: Mediating in the Court System Coast to Coast*, April 2023 submitted to Mason Publishing
- *Practice of Mediation in the Civil Courts and the Commonwealth of Virginia*, 4<sup>th</sup> edition August 2023. Mason Publishing, Fairfax
- *Virginia ADR Working Group and its mission*, Virginia Bar Association Newsletter Summer 2022
- *Happy Anniversary Continuation*, VMN Spring Newsletter 2021
- *Happy Anniversary VMN Inc., Early Organization-Planning for a Professional Organization for VA Mediation Practitioners*, VMN Fall Newsletter 2020
- *Mediation Principles Founded in World Religious Doctrine-First Excerpt*, VMN Summer Newsletter 2019.
- *Are you curious about your practice of mediation?* VMN Winter 2018 Newsletter, Richmond, VA
- *Practice of mediation in civil court and in the commonwealth of Virginia.*, 3<sup>rd</sup> edition 2018 Mason Publishing, Fairfax
- *Overview of the Virginia judicial system.* 2018. Fairfax, Mason Publishing.
- *Evaluating Judicial Mediation Success in the General District Courts*, 2018 ABA DR Newsletter.
- Virginia general district court simulation observation course. 2016
- *Mediation mining of Alexandria GDC.* 2015. Alexandria, Alexandria: Alexandria General District Court. (Coauthored with A. Pais and A. Mayer Johnson, interns). 2015
- *Overview of the Virginia judicial system manual.* 2014. Co-authored with Alex Pais, Anna Maher (interns). Fairfax.
- "MAPCID: A Model for the Analysis of Potential Conflict in Development". 2014. Co authored with Gwendolyn Smith, Gina Marie Michaud, and Susana Reynosa, *Journal of Conflict Management*, 3<sup>rd</sup> 2014.
- *Practice of mediation in the commonwealth of Virginia courts: introduction to mediation, process, skills and problem solving.* 2014 Co-authored with Alex Pais, intern. 1<sup>st</sup> edition, Fairfax.
- *Book Review of Communication & Conflict Resolution Skills.* (Winter 2014) *Resolution*. 44-45.
- *Blueprint of Prince William's Housing Loss through Foreclosure Experienced in the Hispanic/Immigrant Community*, August 6, 2013, NOVA Southeastern University, Ft. Lauderdale, FL.
- *Facilitation Manual for Communities Rebuilding After Disaster.* 2011. Ft. Lauderdale.
- *New Home Buyers Manual.* 2002-2011. Dumfries.

## **APPOINTMENTS**

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- Affiliate Faculty, John Mitchell, Jr. Program for History, Justice and Race @ Jimmy and Rosalynn Carter School for Peace and Conflict Resolution, GMU 2020-
- Provost's Task Force for Adjunct Faculty, George Mason University 2015-2018
- Point Person for Association of Conflict Resolution to Stone Soup Project Leadership Committee, University of Missouri Law School 2018-present

- ACR's Education, Research and Training Steering Committee- Point Person for Diversity & Equity 2017-present
- Affordable Housing Advisory Council, Prince William County, VA, Member, 2003-present
- Jessie Ball DuPont Fund, Northern Neck Committee, VA, Member 2006-2009
- Affordable Housing Task Force, Virginia Association of Realtors, Commonwealth of Virginia, 2005-2007
- Prince William Education Foundation; Secretary, Vice President, Grant Review Chair, Gala 2004-2006
- 4B Sales Tax Economic Development Board, Member and President, 1996-1997
- Sign Control Board, City of Duncanville, Texas, Member, 1986-1988
- Parks and Recreation Board, City of Duncanville, Texas, Member and Chairman 1988-1996

## **PROFESSIONAL DEVELOPMENT**

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### **Certifications**

- Facilitator/Peacekeeper, Trust Network USA, Mediators Beyond Borders International. 2021
- Online Learning for Faculty Level One: teaching endorsement for designing online courses or redesigning face-to-face classes for online offering. University of North Carolina Greensboro. 2018
- Transforming Community Spaces, EPP Section, Association of Conflict Resolution. 2018
- Certified Mediator, General District Court, Juvenile and Family Court-Commonwealth of Virginia Supreme Court, Richmond, Virginia. 2011-present
- Event Planning and Management. Event/Trix. 2015
- Real Estate Salesperson License, Commonwealth of Virginia, Richmond, Virginia. 1998-2014
- E-Pro Real Estate Agent. 1999
- Mediator, Virginia, Association of Realtors, Richmond, Virginia. 2009-2014
- Real Estate Sales Person Education Certification, Moseley-Flint Real Estate School, Fairfax, VA, 1998

### **Conferences & Training Courses**

- Restorative Circle Process for K-12, Center for Community Dialogue & Training, 2018
- Civil Resistance Struggles: How Ordinary People Win Rights, Freedom, and Justice, International Center on Nonviolent Conflict. Provides an interactive, in-depth and multidisciplinary perspective on civilian-based movements and campaigns that defend and obtain basic rights and justice around the world. The course explains the nature of civil resistance and its force, underlying dynamics and effectiveness. 2018
- SENSE Simulation, United States Institute of Peace  
Participated in "SENSE is a computer-facilitated simulation that focuses on negotiations and decision-making, including resource-allocation challenges and cross-sectorial coordination, for the full range of national and international actors. SENSE models the conditions in an imaginary country ("Akrona") that is emerging from a destructive internal conflict. Players representing government officials, private firms, civil society, and international actors must identify, coordinate, and integrate economic, social, political, and military policies to foster recovery and reconstruction." 2009
- Center for World Religions, Diplomacy and Conflict Resolution, ICAR-George Mason University  
Managed day-to-day affairs of non-profit coordinated a one-day conference hosted by His Majesty King Abdullah II of Jordan and eighty East Coast Rabbinical Leaders. Coordinated with Jordanian Embassy Staff, Secret Service, the Public Relations firm, the Venue management, and worldwide media. Prepared attendee list and assembled all conference print materials. 2005

## **CONSULTING SERVICES**

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Senior Consultant, Virginia Community Liaison Council and Advisory Board 2020-2021

- Analyze educational and training needs for council members and Sheriff's Department for establishing a collaborative association.
- Design initial orientation training followed by an extended program to build capacity for resolving disputes and incidents between the community and law enforcement.
- Provided basic conflict, communication and collaborative board training to the council and advisory board.
- Coordinated training for law enforcement to learn about working with people with mental and intellectual disabilities in the field.
- Provide mediation services as needed.

Principal, Conflict and Dispute Mediation Resources, Virginia 2018-present

- Provide mediation services to public school districts and local government agencies human resources.
- Develop and deliver conflict resolution techniques training to administration.
- Provide conflict coaching to public school administrators.

Partner, HV Consulting Group, LLC. Florida and Washington, DC, USA; Suriname 2011-2014

- Reviewed environmental and land rights policy and recommend changes to reduce structural conflict in communities, governments and organizations.
- Provide Bolman's Four Frames Approach training to help leaders identify their style and understand how to work with the other styles.

Local Government Leadership, Vilcabamba, Ecuador 2012

- Made recommendations following research into local governance policies on historic monuments and economic development. Locality in conflict with US ex-patriots over real estate development in the Loja village causing inequity in the economic stability and potential threat to historical landmarks.

St. Mary's Fleeton Episcopal, Reedville, Virginia. 2009-2012

- Conducted housing stock inventory, investigated needs based on criteria, recommended program design for housing rehabilitation using grant money to aid low-income homeowners.
- Secured repair estimates and identified appropriate contractors. Recovered prior misuses of grant funds.

St. Mary's White Chapel Episcopal, White Chapel, Virginia. 2007-2009

- Using housing development/construction knowledge facilitated community stakeholders: nonprofits, county and state governments to apply for a grant to secure a contractor to analyze existing housing stock of the lower Northern Neck region.
- Wrote and published RFP, held bid conference and facilitated the consultant choice.

Prince William County Essential Personnel, Virginia. 2001-2014

- After 9/11, developed home buying and rental program for county essential personnel secure affordable housing.
- Facilitated meetings between the county housing department, school district, fire and law enforcement agencies, mortgage companies, loan officers and settlement attorneys to assist county personnel with homeownership.
- 500+ homebuyers benefited from this effort.

Fredericksburg Homebuilder's Association, Stafford County, Virginia. 1999-2000

- Offered local government expertise and facilitated discussion with Homebuilder Association Leadership to secure favorable development, construction codes and regulations for both the builders and county in Stafford County, VA.



Cities of Cedar Hill, DeSoto and Duncanville, Texas. 1986-1997

- Worked with three local governments and pet owning constituents dissatisfied with the individual animal control facilities.
- Facilitated the local governments to build a joint animal control facility run in conjunction with an animal rights league.
- The three cities also built a joint water reserve system and fire training because of their success on the animal control facility.

## **AWARDS & RECOGNITION**

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- Fairfax County Board of Supervisor Proclamation Recipient, March Mediation Month 2021
- MBBi Spotlight Feature Article 2021
- Nominated for HHS/University of North Carolina Greensboro Teaching Excellence Award 2018
- Featured in George Mason's University News 2016
- Whole Village Award by Prince William Education Association- for developing and implementing the Housing All Teachers program; received an award for exemplary service to the school district 2006
- Prince William Association of Realtors- Million Dollar Club, Top Producer 1998-2014
- RE/MAX International-President's Club for sales level; 100% Club for sales level 1998-2014
- Duncanville Community Center and Library Building on commemorative plaque 1998

## **PROFESSIONAL ASSOCIATION MEMBERSHIPS**

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- American Bar Association, Dispute Resolution Section Marketing Committee, Membership Committee, Court Section 2018-, International Section 2016-2017; reviewer for redraft of Model Standards for Mediators, 2018
- Association of Conflict Resolution, Co-Leadership, Education, Research and Training Section
- Chesapeake Bay Rivers Association of Realtors 2006-2014
- International Association of Conflict Management 2014-present; reviewer of submitted papers for conference in 2019
- Dispute Resolution Summit in Virginia, Ad Hoc Committee Member, 2019-present
- MC3 Certified, Board of Directors 2020-present
- Mediators Beyond Borders International 2013-present
- Mediate.com 2021
- National Association for Community Mediation, 2020
- National Association of Realtors 1998-2014, 2022
- Prince William County Affordable Housing Task Force, Member 2004-present
- Prince William Association of Realtors 1998-2006
- Society of International Development 2017-present
- Southside Association of Realtors, 2022
- Stone Soup Project- University of Missouri Law School 2018-present
- Virginia Association of Realtors 1998-2014, 2022  
Virginia Mediation Network- Board Member 2018-Past President (2022-present); President (2022-present); President Elect (2019-2020); Communication Committee Chair (2018-2020); Member 2012-present