

CRISTAL ADAMS COTMON



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SUMMARY OF QUALIFICATIONS

- Extensive experience in the Mediation and Arbitration profession with emphasis in negotiation and coordination / implementation of policies/procedures and recruitment and training.
- Strong planner, organizer, and leader, who can prioritize multiple assignments, and direct complex projects from inception through completion.
- Skilled mediator with a 90% rate of resolution. Mediated over 500 cases per year.
- Excellent communication and interpersonal skills. Able to assimilate new concepts quickly, adapt to changes in statutes and policies, and provide training to a diverse group of individuals, including attorneys, sitting and retired judges and business persons.

WORK EXPERIENCE

Mediation Training Group, Inc., Boca Raton, FL

Assistant Trainer in County Court and Family Mediation Training— 2000-2023

- Critiques students' performance as mediator during assigned role plays. ● Have trained over 6,000 students in the field of Dispute Resolution.

Court Mediation and Arbitration Program, Fort Lauderdale, FL—1988-2022

Mediation Services Coordinator, 1995-2022

- Maintained complete responsibility for coordination and implementation of the Small Claims/County Court Mediation Program.
- Supervised over 45 contract mediators. Scheduled and assigned cases to them for mediation.

- Responsible for handling all complaints against mediators, including complaints regarding professional misconduct and breach of ethics pursuant to the Florida Rules for Certified and Court —Appointed Mediators. ● Recruited and assisted Director in training of all mediators
- Worked on a daily basis with approximately twenty Judges and Judicial Assistants in reference to scheduling mediation, as well as handling problematic situations and complaints.
- Mediated Small Claims/County Court cases on a weekly basis. Mediated Family cases as needed.
- Advised attorneys of Alternative Dispute Resolution (ADR) regulations and assisted them with their cases as it applies to the appropriate ADR methodology.
- Coordinated all independent contractors' schedules, payroll, and statistics.
- Reviewed each mediator's performance on a monthly basis as provided by statistical reports and reported findings to the Director.
- Assisted Director in reviewing of mediators for quality control purposes and assisted with the remediation of mediators as needed.
- Have participated in numerous supervisory seminars and training programs for continuous development and learning.

Court Counselor — Juvenile Arbitration Program, 1988 — 1995

- Acted as an in-house Juvenile Arbitrator.
- Processed and maintained caseload of approximately 175-200 Juvenile cases.
- Monitored sanctions imposed as a result of arbitration hearings.
- Made recommendations for prosecution to the Juvenile Division of the State Attorney's Office. ● Acted as a liaison to individual referral agencies.

State of Florida Health and Rehabilitative Services, Plantation, FL--1987-1988

Public Assistance Specialist

- Maintained caseload of clients and authorized investigation of suspected fraud.

TRAINING AND DEVELOPMENT (Additional trainings available upon request). _

- REDRESS Transformative Mediation Training, U.S. Postal Service
- Supervisor's Workshop (6 weeks)
- Family Mediation Certification Training
- Circuit Civil Mediation Certification Training
- Advanced Mediation Training and Techniques Workshop
- EEOC Mediation Training
- Mediating Conflict in the Workplace

CERTIFICATIONS

Supreme Court Certified County, Family, and Circuit Mediator
 Supreme Court Approved Assistant County Mediation Trainer
 Supreme Court Approved Assistant Family Mediation Trainer
 United States Postal Service REDRESS Mediator
 Supreme Court Qualified Arbitrator
 Better Business Bureau Arbitrator
 Florida Department of Financial Services Mediator

PROFESSIONAL AFFILIATIONS

Past County Vice-President, Florida Academy of Professional Mediators

PROFESSIONAL ACCOMPLISHMENTS

Numerous commendations as coordinator and mediator

Participated as a Key Note Speaker in an International Seminar on Conflict Resolution
(Comunidades Pacificas — Seminarios Internacional).Barquisimeto, Venezuela Sept. 2007.

REFERENCE

Available upon request.