



Carol Bowser

President, Conflict Management Strategies Inc.

In 2002 Carol Bowser founded **Conflict Management Strategies**, a company emphasizing training, mediation, and consulting on conflict resolution in schools and workplace. Organizations hire Conflict Management Strategies Inc. to address their workplace conflict, train employees in conflict resolution skills, evaluate internal conflict resolution processes, and facilitate tangible change within the working environment.

⊕ **Workplace Conflict Expert**

The sources of workplace conflict are as diverse as each workplace. As a close, but independent, advisor to organizations, Ms. Bowser assesses the interpersonal sources of conflict perceived lack of respect, cultural differences, clashing values among employees and departments and works with her clients to create sustainable change and high functioning workplaces.

⊕ **Professional Trainer**

Ms. Bowser works with her clients to train personnel at all levels on the skills to address and navigate through workplace conflict. Her style is highly interactive, facilitative, and designed so that participants can put the skills to immediate use in the workplace. She is highly engaging, AND highly knowledgeable.

⊕ **Mediator**

Ms. Bowser began her mediation career in 1994 through training at the Pierce County Center for Dispute Resolution. The training was a huge influence on her life and professional career. She has mediated hundreds of cases with particular emphasis on employment matters and working relationships and trains others in mediation skills. United States Equal Employment Opportunity Commission regularly hires Ms. Bowser as a mediator.

⊕ **Attorney**

After several years of practicing Employment Law, Ms. Bowser decided to become an entrepreneur and work with organizations to prevent costly workplace conflict and share the gospel of **“Managing Conflict—Empowering People.”** *She knows the difference between what employees perceive to be unfair and what is illegal.*

⊕ **Professor**

2005 also saw Ms. Bowser appointed as Lead Law Faculty for the (Western) Washington Campus of the University of Phoenix where she regularly instructs MBA Courses in Enterprise Risk and Undergraduate Courses in Business Law and Employment Law.

