



## Corporate Overview

***“The Neutral Zone helped us achieve a tangible outcome that we expect to use consistently. Our primary interests were addressed in a very timely way!”***

*- Lee Chamberland,  
Program Manager,*

Since 1994 the Neutral Zone Coaching & Consulting Services Inc. has provided impartial and confidential conflict resolution, facilitation and training services for public and private sector organizations, community groups, families and individuals. We work as impartial and independent investigators, trainers, mediators and advisors to prevent and address communication problems, teamwork issues and human resources concerns. Because most of our work comes from our solid reputation and from repeat clients, we don't advertise. We keep our costs low and pass the savings onto you. We have extensive knowledge in the areas of conflict resolution, human resources, communication, leadership, organizational effectiveness and change, workplace respect, human rights, diversity, workplace trauma, risk management, individual performance and group dynamics. Visit us at [theneutralzone.ca](http://theneutralzone.ca)

### Consultant Profiles



**Larry Axelrod, Ph.D., CHRP  
Consultant**

Larry has provided organizational consultation, education, mediation, assessment and investigation for organizations in the Vancouver area and across BC for the past 15 years. He specializes in working with highly conflicted groups and teams to build understanding and find pathways that support achievement. More: [theneutralzone.ca/team](http://theneutralzone.ca/team)



**Leah Benner, MA, CRC  
Consultant**

Leah has worked as a mediator, coach, and facilitator with several health care organizations, educational institutions, and community agencies during the past 12 years. Her depth of experience involves the resolution of interpersonal and work related disputes. Her enduring interest is to support productive, respectful, and rewarding workplaces. More: [theneutralzone.ca/team](http://theneutralzone.ca/team)



**Sherri Calder, MA, CRC  
Clinical Counsellor**

Sherri brings a unique blend of intuition and analysis to the groups and individuals with whom she works as a mediator, educator, facilitator and coach. Drawing on ten years of experience with both public and private sector organizations, she is supportive, flexible and pragmatic with a focus on realistic outcomes. More: [theneutralzone.ca/team](http://theneutralzone.ca/team)



**Vanessa Gray, BA, CRC  
Consultant**

Vanessa is a mediator, trainer, & coach in our Calgary office. She has resolved hundreds of mediation cases in the workplace, school, and family context over the past nine years. As a member of the instructional team at the [Justice Institute of BC](#), Vanessa has coached learners to work through the challenges they experience with both workplace and interpersonal conflict and has provided key strategies needed to obtain effective and long-lasting results. Vanessa provides services based in our Calgary office. More: [theneutralzone.ca/team](http://theneutralzone.ca/team)



**Roy Johnson, MA, CRC, CHRP  
President and Consultant**

Roy is a mediator, investigator, facilitator, coach and author who works with communities, families, government and private-sector companies. He is a national conference speaker addressing topics including communication, organizational change, conflict resolution, leadership and teamwork. For over 15 years, Roy has resolved hundreds of disputes, ranging from interpersonal complaints to complex conflicts. More: [theneutralzone.ca/team](http://theneutralzone.ca/team)



**Jim Skinner, BGS(c), CRC, CEG  
Consultant**

Jim's experience as a coach, facilitator and mediator stem from working many years in a corporate setting as a senior leader in the areas of human resources, organizational development and business operations. He has extensive experience in skills coaching for business leaders and managers ranging from effective communication in the workplace to ongoing leadership development. Jim provides services based in our Kelowna office. More: [theneutralzone.ca/team](http://theneutralzone.ca/team)



**Sue Wazny, MSc., CRC, Dip. Rec. Leadership  
Vice-President and Consultant**

Sue has worked extensively as a mediator and adult educator within government agencies, educational institutions, social services and the private sector for the past 10 years. She has a management background in social services and is currently involved in the delivery of courses in the areas of Conflict Management, Communication Skills, Anger Management, Team Building and Leadership. She is an Instructor at the Justice Institute of BC. More: [theneutralzone.ca/team](http://theneutralzone.ca/team)



**Lara Wease, MA, ECE, RCC  
Clinical Counsellor**

Lara is a Registered Clinical Counsellor with 12 years experience working with children, adults and families within a wide range of care, coaching and therapeutic capacities. Lara holds a diploma in Early Childhood Education, a certificate in Consultation and Care Management, a BA in Psychology and Women's Studies, and an MA in Clinical Counselling. More: [theneutralzone.ca/team](http://theneutralzone.ca/team)

**Affiliations**

- Alternative Dispute Resolution Canada
- BC Arbitrators and Mediators Institute
- BC Human Resources Management Association
- BC Mediators Roster Society
- Canadian Assoc. for the Prevention of Discrimination & Harassment
- Canadian Assoc. of Public Speakers
- Canadian Conflict Resolution Network
- Family Mediation Canada

**"The Neutral Zone consultants are highly skilled and knowledgeable in addressing conflict issues. They model advanced communication skills and have excellent facilitator skills. They make it possible to intervene in situations of conflict and resolve them informally and confidentially. This approach results in a more positive working environment. Previously, such conflicts have frequently become acrimonious and not infrequently litigious."**

*Dr. Dorothy Shaw, Associate Dean, Equity, UBC Faculty of Medicine*

**"You provided enormous support and expertise in resolving conflicts before they got out of control which saved both time and costs for all parties."**

*-Damian Duffy, Director of Education and Personnel.*

## Services

### Mediation

- Mediators at The Neutral Zone have thousands of hours of interest-based, multi-party mediation training and experience. They offer guided impartial and confidential discussions that assist conflicted parties in understanding their differences and achieving collaborative outcomes that support quality service. For more, visit [theneutralzone.ca/mediation](http://theneutralzone.ca/mediation)

### Facilitation

- The Neutral Zone provides a range of facilitation services with a proven track record of building participant buy-in and achieving consensus-based outcomes. For more, visit: [theneutralzone.ca/facilitation](http://theneutralzone.ca/facilitation)
- Facilitation Services include:
  - Group Conflict Resolution
  - Effective Board Meetings
  - Policy & Procedure Development
  - Executive Coaching & Leadership Development
  - Strategic Planning
  - Team-building
  - Vision and Mission Development
  - Public Consultation
  - Improved Staff & Management Relations
  - Equity and Diversity Issues

### Investigation

- Investigators at The Neutral Zone provide impartial information gathering and analysis using standards of due process. For more, visit [theneutralzone.ca/investigation](http://theneutralzone.ca/investigation)
- Investigation Services include:
  - Formal Investigations of complaints and to determine whether organizational policies or profession standards were violated.
  - Team Assessments to identify the sources of individual or group difficulties, inefficiencies or dysfunctions

### Education

- The Neutral Zone provides educational seminars ranging from workplace workshops to large conference keynote presentations. Workshops range from 60 minutes to four days. Educational presentations are carefully tailored to the audience's needs. Our award-winning presenters are dynamic, insightful and consistently evaluated as among the best attendees have heard. For more, visit [theneutralzone.ca/education](http://theneutralzone.ca/education)

### Counselling

- Clinical counsellors with The Neutral Zone provide a range of counselling support services from intensive psychotherapy to brief psychodynamic therapy. We work with individuals and families as well as with organizations as an Employee Assistance Program service. For more, visit [theneutralzone.ca/counselling](http://theneutralzone.ca/counselling)

## **Partial Client List:**

- Aboriginal Justice Centre
- ACL Inc.
- Affiliation of Multicultural Societies & Service Agencies in BC
- AIDS Vancouver
- Association of Professors of Obstetrics & Gynaecology
- ASPECT-BC
- Astral Media Inc.
- BC Assoc. of Engineers & Geoscientists
- BC College of Physns & Surgns
- BC Government Employees Union
- BC HR Mngmt. Assoc.
- BC Nurses Union
- BC Institute of Technology
- BC Nurses Union
- BC Persons with AIDS Society
- BC Rapid Transit
- BC Real Estate Association
- BEST-BC
- Big Brothers and Big Sisters
- Bowen Island Municipality
- Broadway Pentecostal Lodge
- Brymark Construction
- Buchanan Lodge
- Cactus Club Café Ltd.
- Canadian Arthritis Network
- Canadian Assoc of Chrtrd Acctnts
- Canadian Assoc. of Mngmt Prfssnls
- Canadian Associ. of Pharmacists
- Canadian Marrow Transplant Group
- Canadian Real Estate Association
- Canadian Univ. Students Overseas
- Cascade Aerospace Ltd.
- Chr. Labour Association, Canada
- City of Coquitlam
- City of North Vancouver
- City of Richmond
- Comm Futures Development Assoc
- Community Link Services Society
- Continuing Legal Educ. Scty of BC
- Covenant House
- District of Mission
- District of Squamish
- Dogwood Lodge
- Douglas College
- E-Comm 911
- Family Srvcs of Greater Vancouver
- Financial Mngmt Institute of BC
- Finnish Care Home
- Fraser Health including
  - Chilliwack Hospital
  - Community Health Education
  - Hawthorne Care Centre
  - Langley Memorial Hospital
  - Mission Memorial Hospital
  - Peace Arch Hospital
  - Queens Park Care Centre
  - Ridge Meadows Hospital
  - Royal Columbian Hospital
  - Surrey Memorial Hospital
- Global Learning Ltd.
- Government of BC
  - Ministry for Children & Families
  - Ministry of Comm, Abrgnl & Wmn
  - Ministry of Health
  - Ministry of Employment & Assist.
  - Ministry of Public Safety
- Government of Canada
  - Customs & Border Services
  - Canada Revenue Agency
  - Canadian Heritage
  - Corrections
  - Employee Assistance Services
  - Environment Canada
  - Health Canada
  - Human Resources & Develop.
  - Immigration & Refugee Board
  - Indian & Northern Affairs Canada
  - Parks Canada
  - Public Works
  - Revenue Canada
  - Statistics Canada
  - Transport Canada
  - Western Economic Diversification
- Greater Vancouver Regional District
- Hamilton Health, Ontario
- Hanna Realty
- Harper, Grey & Easton LLB
- Health Employees Union of BC
- Health Employers Assoc. of BC
- Health Services Association of BC
- The Insight Group
- Interior Health Services
  - Golden Health Council
  - Penticton Hospital
  - Revelstoke Health Services
  - Thompson Health Region
  - Vernon Jubilee Hospital
- Intl. Assoc of Business Communicators
- Intl Institute for Childhood Rights
- Jewish Family Services
- Katimavik
- KitchenCraft Cabinetry Inc.
- Kodak Inc
- Kootenay Real Estate Board
- Kwantlen University College
- Langara College
- Langley Township
- LifeSpeak Inc.
- London Drugs Inc.
- McGill International Executive Institute
- Medical Mngmt Assoc of Canada
- MetroVancouver
- MOSAIC Immigrant Services
- MPA Society of BC
- Northern Health Authority
- Omni Group of Companies
- Peace Arch Chorus
- Physician's Support Program
- Plus Computer Solutions
- Pottinger Gaherty Environmental Ltd
- Pre-Con Products Ltd.
- Professional Association of Residents
- Professional Institute of the Public Service of Canada
- Progressive Intercultural Comm. Services
- Providence Health Care
- Provincial Health Services
  - BC Cancer Agency
  - BC Children's & Women's Hospital
  - BC Transplant Society
  - Forensic Psychiatric Services
  - Riverview Psychiatric Services
- Rainbow Software Ltd
- RCMP
- Real Estate Board of Greater Vancouver
- School Districts #35 & #41
- Seacor Environmental Ltd
- Sick Kids Hospital of Ontario
- Sierra Legal Defence Society of Canada
- Sitemasher Inc.
- SNC Lavalin - ProFac
- Surrey Delta Immigrant Services Society
- Surrey Parks & Recreation Department
- Sylvis
- Take a Hike Foundation
- THEO-BC
- University of BC
  - Access & Diversity
  - Applied Sciences
  - Assoc. of Admin. Professionals
  - Industry Liaison Office
  - Intercultural Communication
  - Enrolment Services
  - Executive Programs
  - Faculty of Commerce
  - Faculty of Dentistry
  - Faculty of Medicine
  - Finance
  - Human Resources
  - IT Services
  - Library Sciences
  - Plant Services
  - UBC Okanagan
- University of Victoria
- Vancouver Coastal Health
  - Community Health Services
  - Dogwood Lodge
  - Mental Health Programs
  - North Shore Health Services
  - Richmond Health Services
  - Vancouver Hospital
- Vancouver Community College
- Vancouver Farmer's Market Society
- Vancouver Island Health Services
  - Cowichan/Duncan Health Unit
  - Nanaimo Regional General Hospital
  - Royal Jubilee Hospital
- Vancouver Police Department
- VEL Engineering Inc.
- Wallenius Wilhelmsen Logistics
- Whistler Realty & Tourism
- Wilberforce Cooper Care Society
- WorkSafe BC (WCB)
- Yaletown Residential Services
- Youthquest Youth Services of BC
- YVR Airport Authority
- YVR Parking