

Oriana Noël Cozzolino

Oriana Noël Cozzolino designs, facilitates, and instructs training and meetings focused on effective communication and conflict-resolution. As a state-certified mediator since 2000, she guides individuals and groups into meaningful agreements to meet business needs and navigate group dynamics. Curriculum design for adult learning is her specialty, along with instructing life-long adult learners on a variety of subjects including conflict-resolution, apologies & forgiveness, trauma stewardship, and leadership.

She is an adept and compelling public speaker. Her broad experience ranges from large conference audiences to small work-groups, from non-profits to state government, from soldiers to intentional communities and more. She is the Resilience and Wellness Coordinator for the Thurston County Sheriff's Office, a former faculty member of the International Trauma Treatment Providers for seven years, and currently teaches with South Puget Sound Community College, The Pierce County Center for Dialog & Resolution, and the Dispute Resolution Center of Thurston County. Oriana has covered hundreds of hours of crisis support through her crime victim services work and hundreds more providing mediation to families, businesses, and community members. She volunteers with the WA State Department of Corrections conducting restorative justice mediations between incarcerated individuals and crime survivors.

For joy, Oriana engages in authentic movement as a 5 Rhythms dancer, teaches yoga, and savors nature hiking with her husband in the PNW.

Coaching | Facilitation | Mediation | Training

Principal, Human Resolve, since 2000

- Offer training on conflict-resolution and communication skills; clients include Olympia Fire Department (2022), WA State Department of Revenue (2019), US Navy Command University (2017), National Oceanic and Atmospheric Agency (2017), WA State Executive Assistants Group (2016, 2019).
- Offer training on trauma-informed care and trauma stewardship; clients include City of Olympia (2023), WA State Community Outreach Alliance (2023), Providence Abuse Intervention Center (2023), Thurston County Sheriff's Office (2023), Lakewood Police Department (2019).
- Mediate with Board of Directors, staff, volunteers, and constituents; clients include WA State Department of Fish and Wildlife (2020), National Association of Fish and Wildlife Agencies (2020), Breitenbush Hot Springs Retreat Center (2011-present), Growth Management Hearings Board (2016), and Garden Raised Urban Bounty (GRuB, 2014).
- Facilitate strategic and business planning; recent clients include Thurston County Sheriff's Office (2023), WA State Office of Crime Victim's Advocates (2022), WA State Global War on Terror Memorial Task Force (2019), Olympia Arts Alliance (2015-2018), Thurston County Coalition of Sexual Assault Programs (2014 & 2019), and Pizza Klatch (2013).
- Provide one-on-one conflict-resolution coaching and two-party mediations for key staff in businesses, state agencies, and organizations.



EXPERIENCE

25 Years

EDUCATION

B.A. Pre-Law, 1997
Smith College,
Northampton, MA

MA, Social Work & Criminal
Justice, 2022
University of Washington
Tacoma, WA

CERTIFICATIONS

WA State Certified Mediator
Register Yoga Teacher, 200
EMDRia Associate Member

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Training Manager

Dispute Resolution Center of Thurston County 2008-2015 & 2017-2022

- Coordinated, designed, and delivered basic and advanced mediation training to over 300 potential and current mediators annually.
- Taught meeting facilitation, communication skills, collaborative negotiations, conflict-resolution and managing cross-cultural conflict to the public, non-profit organizations, private businesses, and state agencies; about 20 different entities per year.
- Mentored and coached apprentice mediators.
- Contribute to the agency's organizational development within a cooperative business structure.
- Volunteer mediate for family, landlord/tenant, work-place, elder and Restorative Justice Mediations.

Training Engagement Manager

WA State Department of Enterprise Services, 2016

- Managed classroom learning within 200+ enterprise-wide mandatory and voluntary courses including applying evidence-based adult-learning methodologies, ensuring curriculum fidelity, and maintaining quality control.
- Coordinated courses for state, city, municipalities, and tribal employees relate to entities' business strategies including facilitating stakeholder consultations and conducting conflict-resolution.
- Participated in unit and division-wide human resources workplace and performance efforts.
- Developed and delivered curriculum and training materials for select training.
- Supervised seven staff responsible for contracting with 35+ vendors, coordinating open enrollment courses for 15,000 class participants, and coordinating 250+ single agency agreements annually for training; included managing operations at the 6-classroom DES Training Facility and raising at least \$300,000 in funds annually.

Curriculum Specialist

WA State Department of Corrections, 2015 & 2017

- Developed curriculum and training materials for all agency staff including core academies, new employee orientation, and annual in-service training.
- In collaboration with a team of designers, instructors, and stakeholders, sustained the integrity, accuracy, and continuous quality improvement for all agency training curricula through evidence-based research, observation and feedback, and evaluations.
- Coordinated and managed the delivery of training in accordance with established policies and procedures.

Select Trainings Delivered

40-Hour Professional Mediation Training 2008-Present: 43 Courses

- Co-designer
- Instructor
- Train the Trainer Instructor

20-Hour Advanced Professional Mediation Trainings: Refresher, Family, & Multi-Party 2008-Present: 46 Courses

- Co-designer
- Instructor
- Train the Trainer Instructor

Communication Skills & Conflict Resolution

2008-Present: 300+ Sessions

- Instructor
- Train the Trainer Instructor

Facilitating Effective Meetings & Collaborative Negotiations 2008-Present: 23 Courses

- Instructor

Yoga Sessions

2012-Present: 200+ Teaching Hours

- Instructor

Self-Defense Courses

1994-Present: 300+ Teaching Hours

- Instructor

Planning and Facilitation

1993-Present: 1,000+ Meetings

- Facilitator

Mediation

2003-Present: 100+ Mediation Sessions

- Mediator

Leadership Coaching

2008-Present: 100+ Sessions

- Coach