



CEDR Accreditation:	2012
CEDR Panel Member:	2013
Languages:	English • French German • Spanish
Location:	United Kingdom

## Susanne Schuler

*“Susanne’s professional skills are head and shoulders above other practitioners. I was impressed by her astute communications skills and her levels of cross cultural awareness. I would recommend Susanne to those seeking an extraordinary professional who will deliver something powerful and resolve complex issues whilst respecting relationships.” -*

Mediation Feedback

### Overview

Susanne Schuler is a qualified lawyer and an accredited mediator in the U.K., Germany and Switzerland. She has been working in the dispute resolution field since the mid 1990’s and has facilitated more than 100 mediation processes in recent years. Her clients mainly originate from the corporate world but community and divorce mediation also form part of Susanne’s dispute resolution work before joining CEDR. Susanne spends most of her time helping organisations reverse conflict, build trust through discovering purpose, and, facilitating the growth of peace centred equity. Her work stretches from Mongolia to the USA and from Finland down to Rwanda.

### Professional Background

Susanne Schuler is the Director of Training & Consultancy at CEDR. As part of her role, she contributes a combination of strategic input, leadership and delivery across the entire range of CEDR training and consultancy services, with a primary focus on CEDR’s Mediator Skills training programme for clients globally from the public and private sector.

She works with CEDR Faculty on designing training and coaching courses and delivering these in English, German, French and Spanish. Before joining CEDR Susanne was head of a Business Seminar Unit of a global training company based in Switzerland and she was consultant at Crowne Finch in London where she was responsible for the creation, design and launch of an open programme offering of the Crowne Finch HR-Value Chain.

She has coached numerous senior executives and she connects special individuals possessing high value assets through active public speaking, facilitating group trainings as a mediator, and, when working in support of senior women’s groups.

## Expertise

- Construction & Engineering
- Employment & Workplace
- Family Disputes
- Intercultural
- Sale of Goods & Services

## Dispute Experience

### Construction & Engineering

- Construction dispute between 2 communities about the construction of an outdoor swimming pool.
- Multi party conflict within a community about the construction of a playground.
- Multi party conflict about the construction of a runway for a national airport.

### Employment & Workplace

- Workplace dispute within an international organisation between a department and an employee based on discrimination.
- Workplace dispute involving issues about sexual harassment and racial discrimination between a line manager and an employee.
- Workplace disputes within a global IT company involving issues about harassment and bullying.
- Intra-organisational conflicts during a merger and acquisition process.
- Intra-team conflict about contracts and collaboration in a medical practice.
- Intra-departmental conflict about resource distribution issues.

### Family Disputes (Germany, Switzerland, France)

- Divorce disputes.
- Family disputes.
- Intergenerational disputes.

### Intercultural

- Intercultural-awareness mediation within multicultural teams of a global company.
- Diversity and inclusion workshops within a global diversity project for an international pharmaceutical company.



- Worldwide conflict awareness programme for a global IT company.
- Intercultural and discrimination disputes in a global engineering company.
- International cooperation dispute between headquarter and local affiliates.
- Intercultural awareness and conflict prevention programme for blue collar workers of a German cement company operating in Germany and Namibia.
- Intercultural Collaboration Programme for multicultural teams for a global aviation company.
- Human Rights Mediation between corporations and communities, in Africa and Asia

#### Sale of Goods & Services

- Dispute between a contractor and subcontractor about the payment of invoices for provided installation services of hydraulic pumps and tanks to tractors/trailers.
- Dispute between service provider and owner of a company regarding payment of outstanding costs and delivery of services.

#### Other Dispute Resolution Experience

##### Non-Violent Communication Projects

- A variety of mediation and conflict awareness and empowerment projects in schools and communities.

##### Online (via Skype or telephone or web-based platforms)

- Human Rights disputes .
- Virtual team disputes.

#### Personal Style

Susanne believes that mediation is a transformational process which takes an essentially social and communicative view of human conflict. In her opinion and experience conflict represents first and foremost a crisis in some human interaction and destabilises the parties' experience of both self and other, which leads them to interact in a more self-absorbed way than they did before the conflict. As a result, the interaction between the parties quickly degenerates and assumes a mutually destructive, alienating, and dehumanising character.

Despite conflict's potentially destructive impacts on interaction, Susanne believes that people have still the capacity to change the quality of their interactions to reflect relative personal strength or self-confidence or responsiveness to the other.

Susanne thinks that effective mediator practice is focused on supporting empowerment and recognition shifts, by allowing and encouraging party deliberation and decision-making, and inter-party perspective-taking, in various ways (such as reality checking, high gain questioning, pragmatic solution finding, mirroring, active listening etc.).

## Feedback

- *“Susanne is a contemporary director, mediator & trainer with a “world vision”. She is a business partner who is team and process-oriented, without neglecting the people involved in any given task. Her multi-lingual fluency and work experience in training, mediation and complex business processes and product implementation across diverse cultures has established her as a qualified and unique director, trainer & mediator.”*
- *“Susanne is a strong analyst and a dedicated consultant, and she handles all the customer cases very professionally. Furthermore I know Susanne as a very skilled and talented mediator, conflict manager and interculturalist with deep knowledge of different national and corporate cultures. Plus, Susanne speaks several languages fluently and is thus able to support companies all over the world with profound understanding and a very high expertise. I can highly recommend working with Susanne in any project on people development.”*
- *“Susanne is an amazing coach and facilitator. I have experienced her coaching and since then my life has made so many positive changes, both personally and professionally. It’s amazing how her advices and coaching, once applied, work. What particularly impressed me (and still does) about Susanne are her excellent communication and facilitation skills and her genuine interest in supporting people’s development, which goes beyond the training session as such.”*
- *“The coaching experience with Susanne enabled me to put a clear focus on my development goals and ultimately change some of my behaviours which empowered me to make decisions and move forward. The unbiased sounding board and guidance was invaluable in developing a fresh approach to making an impact as a HR professional . A great investment in my future.”*
- *“I really enjoyed your intervention and found it enlightening. You know how to address complex and challenging topics in a communicative, engaging and highly empowering way. For me the greatest revelation was that it’s ok to take time to develop myself at work (to get fit for purpose), and that it’s ok to say “no”!”*
- *“If you are looking for a highly skilled trainer, facilitator and intercultural expert you are in best hands with Susanne Schuler. She pairs her deep knowledge of cultural differences with highly interactive and cutting edge learning methodologies to leverage people’s strengths and differences for higher performance. Her clients value her for her superior knowledge in mediation, negotiation, conflict management, communication, assertiveness and intercultural competence. Personally I immensely benefited from her insights as she coached me around cross-cultural challenges and helped me significantly grow my professional capabilities.”*
- *“Susanne is highly skilled individual. Her soft as well as professional skills goes far beyond anyone can ask. I would like to emphasize her high communications skills and cross cultural awareness.*

*I would recommend Susanne for one who seeks for someone extraordinary who will stand out of the crowd and is able to lead complex issues into successful resolution.”*

- *“She was friendly, approachable, relaxed, non-aggressive and non-confrontable. She flagged up an issue that she did not understand and spoke to us regarding that matter. She got the job done.”*

### Professional Skills

Born in Windhoek, Namibia, Susanne has lived, studied and worked for extended periods in Germany, Spain, France, Belgium, Namibia and the Americas. As well as mother tongue German, she is fluent in English, Spanish, and French and proficient in Portuguese.

She holds memberships of Chatham House, the British Sociological Society and the Civil Mediation Council (UK).

She has undertaken specialist training in Coaching Across Cultures with Prof. Rosinski and has achieved the Advanced Conflict Transformation Certificate with Prof. Galtung.

Susanne has written papers, articles on effective conflict resolution and negotiation in French, German and English, amongst those the first chapter for Bloomsbury’s “How to Master Negotiation”. She has also authored a book on Conflict Management and Cultural Diversity – an introduction to the two subjects published for the corporate market by Bookboon, Denmark.

- Intercultural Trainer, Mediator and Facilitator (freelance)
- Director of Berlitz Business Seminars - Berlitz Schools of Languages AG
- Business Unit Leader - CLS-COMMUNICATION
- Language Centre Director: Berlitz Schweiz AG
- Pedagogical Supervisor/ Quality Management: Berlitz Schweiz AG
- Event Coordinator: FESTIVAL DAVID OISTRAKH
- 1997-2002 University of Saarland (Germany) and ISTI (Belgium): Diplom (Masters degree) in Applied Linguistic Sciences (Specialisation France & DOM/TOM, Spain & South-America and Law)
- 1991-1997 University of Regensburg (Germany), University of Málaga (Spain): Bachelors degree in Law (Specialisation: European and International Law, French & Spanish Civil Law)