



# PATRICIA PORTER

Professional Certified Coach, Conflict Management Expert, Leadership Development

## OVERVIEW

Patricia "Pattie" Porter is a Professional Certified Coach (PCC), Certified Virtual Facilitator™, credentialed workplace mediator, a seasoned team facilitator and a facilitative trainer in leadership development.

Since the mid-1990s, Pattie's study and practice as a conflict management and resolution consultant, mediator, and team facilitator have helped reduce the anxiety and organizational distress many leaders and teams experience due to destructive conflict engagement and ineffective change-transition management.

Today, Pattie provides executive and specialized conflict management and abrasive behavior coaching for individuals and teams seeking to transform their challenging environments. She is a warm and empathetic listener who uses insightful questioning to elicit answers from within the leader. She has coached clients primarily with federal government agencies, universities, research institutions, retail and hospitality industries, medical and hospital systems, and municipal services in the U.S., as well as a private firm in the Mediterranean. She has completed 225 hours of specialized executive coaching training and has over 2,500 hours of coaching experience.

Additionally, Pattie facilitates programs and events to support companies, universities, and federal and state agencies in achieving their desired goals and changing the status quo. Pattie is a certified Toastmaster. She has presented keynote and breakout sessions as an SME on conflict dynamics, abrasive behaviors, and constructive communication at conferences and professional meetings throughout the U.S. and Canada.

Pattie is a certified ICF ACC and PCC certified Assessor. She uses this knowledge to mentor coaches seeking ACC and PCC coaching certification. She also mentored facilitators and mediators for the Navy, the Transportation Security Administration, and the Department of the Interior. She served as an adjunct faculty member for 10 years in the graduate program in Dispute Resolution at Southern Methodist University, where she taught courses in conflict coaching and group facilitation.

## EDUCATION

- 215 hours of specialized conflict coaching, abrasive behavior and leadership development
- 1450 hours conflict management and resolution training and education
- M.S.W. – Advanced Generalist Practice, Delaware State University, Dover, Delaware
- B.S. in Psychology, University of Houston- Clear Lake, Texas

## CERTIFICATIONS

- Licensed Clinical Social Worker (LCSW) in Texas
- International Coaching Federation (ICF) Professional Certified Coach (PCC)
- Accredited CINERGY™ Conflict Coach, Mentor Coach and Competency Assessor
- Accredited Boss Whisperer® Executive Coach
- Certified Conflict Dynamic Profile Assessment
- Certified Myers-Briggs Type Indicator Practitioner
- Certified in Franklin Covey Leadership Development and Crucial Conversations with Crucial Learning

## WHAT CLIENTS SAY

*"I wanted to follow-up with you and let people know of your outstanding coaching. It has been about 4 years since you successfully coached me on conflict in relationships and saved my relationships with two important people in my world. Enter Pattie Porter...Coach Extraordinaire!!! I still utilize the skills you taught me and I have been happier in all my relationships."*

- **Manager, Federal Agency**

*"Patricia Porter is very effective in constructive feedback, encouraging, and insightful. She offered real content to help me through the process when I got stuck, let me figure out what I needed to do without jumping in, helped me keep moving through the process given the time frame. She is receptive to my questions; very positive and encouraging and provided tools that were not always obvious to me as the learner."*

- **ADR Specialist, FEMA**

*"You did an outstanding job making us feel comfortable enough to take risks and open ourselves up to criticism and we felt ok about accepting ownership for improving. All of us are excited about working together to make our 'community' a great place to work."*

- **Department Director, University of Delaware**

*"Pattie was the perfect facilitator for our group. She kept the team on task but was flexible in expanding the areas that needed additional attention."*

- **Federal Security Director, Transportation Security Administration**



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## CLIENTS SERVED

H-E-B • ADRVantage • Collaborent LLC • Christus Health • University of Delaware • University of Texas-Austin • Texas Department of Transportation • San Antonio River Authority • Department of Interior • NASA • National Archives and Records Administration • Department of Defense • Department of Homeland Security • Department of Veterans Affairs • United Nations • Southwest Immunodiagnosics

## AREAS OF EXPERTISE

- Conflict management and resolution processes
- Workplace mediation and facilitated dialogues
- Conflict Management Coaching
- Abrasive Behavior Leadership Coaching
- Franklin Covey Leadership Development
- Change and transition management
- Organizational development
- Team development and team conflict dynamics
- Team building and retreats
- Difficult conversations
- Collaborative Decision-Making
- Emotional and Conflict Intelligence
- Effective Communication
- Executive Onboarding

## RESULTS: TRANSITION TO TRANSFORMATION

### Representative engagements

- Supported a cultural change initiative with the Transportation Security Administration from 2006 to present to build internal capacity and a structure to respectfully deal with organizational and team conflict (in association with ADRVantage and chi-Resolutions).
- Facilitated a week-long all hands retreat for a Fish and Wildlife program changing their national identity. Supported the change and transition initiative for 90 leaders.
- Served as a certified cross-cultural dialogue facilitator in a virtual environment for 3 years serving university-age adults in the U.S., Canada, Turkey, Russia, Iraq, Morocco, Tangier, Syria, Sweden, Italy, etc.
- Facilitated a collaborative problem-solving training program as part of a national change initiative in a 2-year program for the Air Force.
- Supported Russian teachers in a collaborative virtual program connecting two schools in Vladimir and Langepas, Siberia, by teaching conflict dynamics courses to high school students.
- Founded and served as a host to the 9-year podcast program, The Texas Conflict Coach® producing over 325 podcasts to educate the every-day person on conflict dynamics and constructive engagement featuring guest experts from all over the globe.
- Authored two Minibüks, *Stop the Dreaded Drama* and *Stop Avoiding Conflict*, selling thousands in the U.S. and internationally, including the Centers for Disease Control and USDA.
- Co-authored *The Art of Conflict Coaching* in the 10th anniversary edition of *Reframing Campus Conflict* (published Fall 2020).
- Mediated thousands of workplace and EEO disputes since 1994 serving the USPS, NASA, and numerous federal government agencies.
- Co-Created an internal workplace conflict resolution program as part of the University of Delaware's Employee Assistance Program providing conflict coaching, team building and facilitation services to faculty and staff reducing the case load for Labor Relations and Human Resources.
- Served on the Board of The Texas Associations of Mediators for 5 years rolling off as the Past President for the state-wide professional association leading members into the future of the dispute resolution field.

### Ongoing engagements

- Supports the H-E-B Leadership and Director Development Assessment Coaching centers, which provide executive coaching services to mid-level and senior leaders in corporate, e-commerce, store operations, manufacturing, warehouse, and transportation.
- Teaches conflict management coaching virtually to students from across 16 countries
- Deliver executive and conflict management coaching to leaders at the Transportation Security Administration (TSA), Fish and Wildlife Services, and National Park Services.
- Senior coach mentor and PCC Assessor for an in-house coaching program at TSA.
- Facilitates in-person and virtual courses, including Franklin Covey's 4 Essential Roles of Leadership and Presentation Advantage, Talent Smart's Emotional Intelligence, MBTI, Accelerate Your Development, and Crucial Learning's Crucial Conversations for the H-E-B Talent Development team.