

VIAC – Questionnaire for Mediators

1. **Name:** Michael Herdlitzka

2. **Nationality:** Austrian

3. **Contact information**

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4. **Education and professional experience (original profession; where did you study?):**

Consultant & Counsellor from 1992,

former general / marketing & sales manager in SME and international corporation;

MBA in general management, City University Bellevue / Seattle, WA, USA;

MAS in adult training, Universität Salzburg;

MTD in Organisational & Personnel Development, Universität Salzburg;

MC in Coaching & Solution Focused Management, PEF Vienna Private University;

Details see CV

5. **Core area of current professional activity:**

Consultant & Counsellor, Business Mediator; focus on

personality & organization

leadership & team building

conflict & problem solving

marketing & sales

6. **Accreditation in the field of ADR (including relevant trainings and connected qualifications):**

basic training "Wirtschaftsmediation" with incite, Vienna

registered mediator with the Austrian ministry of justice, regular re-certification

7. **Practical experience in mediation**

- How many (international) mediations have you participated in
 - as single/co-mediator/in a team? → 1 international, > 10 inter-organisational, > 50 intra-organisational, mainly single or co-mediation
 - administered by an institution; under which Rules? → > 10 § 15 BAG, administered by Lehrlingsstelle der WKK
 - in which areas/fields? → generation, branch, department conflicts; change & transformation conflicts; supplier – customer conflicts
 - how complex (please provide examples, participation of lawyers/experts)? → re-organisation project with participation of bank, tax advisors, lawyers, unionists; international re-organisation project with participation of several experts
- How often have you acted in a different function (e.g. consultant, expert)? → > 100 as a consultant, > 5 as an expert
- What other ADR-experience do you have?
one-sided conflict coaching; ADR-training for experts with Sachverständigen-Verband

8. Languages (including levels)

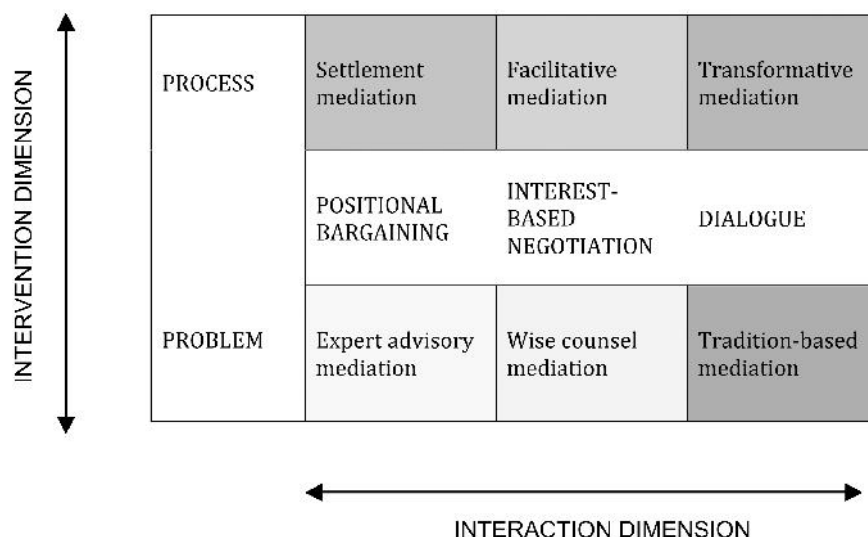
Mother tongue: *German*

Working languages (i.e. languages in which you have both a spoken and written command so that you may conduct mediation proceedings in this language): *English fluent in conversation / negotiation / moderation / training / mediation*

Basic knowledge: *Italian*

9. Style of mediation

Where do you see yourself? Please tick box as appropriate or indicate your preferred style.



© Alexander, Nadja (2011) "The Mediation Meta-Model - the realities of mediation practice," *ADR Bulletin*: Vol. 12: No. 6, Article 5. Available at: <http://epublications.bond.edu.au/adr/vol12/iss6/5>; see also here for a detailed description of the 6 mediation styles.

➔ *mainly facilitative, developing dialogue*

10. Please describe aspects of your personality which could be interesting to clients you are going to mediate; what would former clients emphasize in your work?

wide spectrum, highly appreciative, easy-going and humorous

11. Publications and other activities in ADR related matters (e.g. training sessions, seminars, conferences, articles and others):

Kreatives Konfliktmanagement (together with L. Wehner, T. Brinek), Springer, 2011

Ziele erreichen, Springer 2014

Die Passung in der Kommunikation, Akademiker, 2015

seminars in conflict-prone negotiations and customer relations

seminars in communications for mediators

12. Memberships in mediation institutions / functions in mediation institutions/organizations:

WKO Experts Group Wirtschaftsmediation, former p.r. speaker and Carinthian regional representative

13. Special expertise or specializations (please list a maximum of three) in your ADR-practice:

Intra-organisational, NPO / NGO, ownership succession

14. Soft Skills (e.g. intercultural competences):

> 2000 hrs. training in coaching / counselling / mediation

15. How do you ensure your professional quality (e.g. coaching, practice supervision, etc?)

regular personal supervision with clinical psychologist / mediator; regular intervision with Experts Group Wirtschaftsmediation, ASC Austrian Solution Circle, ACC Austrian Coaching Council

16. Date of birth:

May 31st, 1957

I have completed this questionnaire to the above to the best of my knowledge and believe it is accurate. I understand that the above information will be used for VIAC's internal use and may be given to interested persons or may be published on VIAC's website.

Date and signature