

Denise Dee Knapp
Seattle, WA 98177
(206) 367-1994; (206) 612-7263
dee@seattlebusinessmediation.com

PROFESSIONAL EXPERIENCE:

- 2008-
present **Visiting Professor, Adjunct Professor, Seattle University
School of Law**
Direct, teach and supervise students in the Mediation Clinic, and the Mediation Skills class. Advise the student Dispute Resolution Board and supervise and coach students competing in various ABA competitions.
- 2007-
present **President/Owner, Accord & Collaboration**
Mediate, coach, train and facilitate for private and public sector clients. Specialize in workplace disputes resolving hundreds of cases including relationships between workers, labor/ management disputes, grievances, and potential and actual EEO complaints.
- 1997-
2007 **Vice-President, ADR Options Consulting, Inc.**
Principal shareholder, mediator, facilitator, and trainer. Successfully mediated scores of cases. Provided mediation, facilitation, conflict coaching services to private and public sector clients, specializing in workplace dispute resolution.
- 1990-
2007 **Assistant General Counsel, Federal Aviation Administration**
Litigated cases and served as a mediation advocate before the NTSB, EEOC, MSPB, and Federal District Court for the Western District of Washington. Successfully mediated scores of workplace disputes through the Seattle Federal Executive Board ADR Consortium. Represented the agency as an attorney advocate in dozens of cases. Advised agency managers on employment and labor law issues, and represented the agency in employment, discrimination, labor, environmental and aviation matters.
- 1988-
1990 **Law Office of Denise Dee Knapp**
Sole practitioner in a general legal practice emphasizing employment discrimination, environmental law and criminal defense.
- 1988 **Washington State Legislature Health Care and Corrections Committee**
Staff attorney for the Health Care and Corrections Committee. Analyzed bills, drafted amendments, mediated and forged compromises on bills such as the Washington AIDS Omnibus Act.

1984- **Society of Counsel Representing Accused Persons**
1988 Represented indigent defendants in King County criminal justice system as a public defender.

PRESENTATIONS:

- 2014 NW Dispute Resolution Conference “Pre-Mediation Conferences”
- 2014, 2013, 2012, 2011, 2010 Seattle University Law School and King County Dispute Resolution Center CLE “Basic 40-hour Mediation Training”
- 2013 Washington State Bar Association New Lawyer Education CLE “Alternate Dispute Resolution and Mediation”
- 2012 Seattle University Law School “Whistle Blowing Law, Compliance & the Public Interest—Lessons for Employers, How to Respond to Employee’s Concerns” panel member
- 2011 Lake Washington Human Resources Association Symposium, “Building Respectful Communication”
- 2011 American Arbitration Association “Mind Your Mediation”
- 2011 Business Lawyers Summit “Alternative Dispute Resolution”
- 2010 Business Expert Webinars “Managing Workplace Conflict”
- 2009 Association of Washington Cities (AWC) Labor Relations Institute, “Managing Conflict During Organizational Change”
- 2009 Sea Mar Community Health Centers “Supervisor’s Training”
- 2009 Association of Legal Administrators “Learning Conversations that Preserve Relationships”
- 2009 PATH “Bridging the Generation Gap”
- 2008 AWC Labor Relations Institute “Managing Across Generations”
- 2008 University of Phoenix Corporate Outreach “Dealing with Difficult People”
- 2008 Federal Dispute Resolution (FDR) Conference, “Bridging the Generation Gap” and “Appreciative Performance Evaluations”
- 2008 U.S Department of Agriculture Civil Rights and Diversity Conference, “Intergenerational Conflict”
- 2007 FDR Conference “Overcoming Resistance to Mediation”
- 2008 American Bar Association Dispute Resolution Conference, “Environmental and Land Use Mediation”
- 2007 Association for Conflict Resolution (ACR), “Motivational Interviewing”
- 2007 NW Dispute Resolution Conference, “Motivational Interviewing”
- 2006 Oregon Federal Executive Board ADR Committee “Appreciative Inquiry”
- 2005 NW Dispute Resolution Conference “Difficult Conversations”
- 2000 NW Dispute Resolution Conference “Tools for the Mediator’s Toolkit”
- 2000 American Bar Association ADR Conference, “Shared Neutrals Programs in Washington State,”
- 1999 American Bar Association ADR Conference “Natural Resource Mediation”
- 1999, 1998 Public Administration Forum, EEO Practitioner’s Forum, “Effective Use of Mediators”

EDUCATION AND TRAINING BACKGROUND:

Northwest ADR Conference (annually 1991-present); Compassionate Listening (2005, 2011); Marshall Rosenberg Non-Violent Communication Training (2003); Advanced Mediation Training, Alhadeff & Associates (1999), Transformative Mediation (1998); Large Group Mediation Training (1995), FAA Advanced Facilitator Training (1993); FAA Change Agent Course, Center for Management Development (1993), Basic Mediation Training (1988).

J.D. University of Washington School of Law;

B.A. Psychology, Sociology, University of Colorado, Phi Beta Kappa

PROFESSIONAL AFFILIATIONS:

Washington State Bar Association (WSBA), WSBA ADR Committee, Association for Conflict Resolution; Washington Mediation Association; Win With Washington Education Co-Chair (2010-2011), Pacific Coast Labor and Employment Law Planning Committee, EEO Subcommittee Co-Chair (2011), Northwest Dispute Resolution Conference Planning Committee, (2008-2011), Washington Environmental Council Board Member (1994-1996), and Legal Committee Chair (1988-1990).