



PO Box 1281  
Rockville, MD 20849-1281  
301/421-4890  
<http://www.wbo-mc.com>

---

***MEMBER PROFILE - JANUARY/FEBRUARY 2004***

## **Ellen Kandell**

Ellen Kandell sometimes describes herself as "a recovering litigator." Believing that there are better ways to resolve disputes, Ellen founded Alternative Resolutions in 1999. Through mediation, facilitation and other collaborative processes, Alternative Resolutions helps transform difficult decisions and intractable conflicts into solutions that work. The key word is process.

Ellen has over 25 years of diverse legal experience in the public and private sector, including most recently nine years at the U.S. Environmental Protection Agency, where she managed the Agency's dispute resolution program. She was trained as a mediator at Harvard Law School in 1992 and has mediated over 200 cases.

Alternative Resolutions facilitates workgroup, stakeholder and strategic planning meetings. Ellen has helped organizations identify issues, develop meeting objectives and agenda, keep participants focused on goals and identify action items. Professional meeting facilitation allows managers to focus on the mission of the meeting and not its schedule.

Ellen serves as an ombudsman for one client. In this capacity, she helps assure that people have an opportunity to be heard in a way that meets everyone's best interests. Always, she encourages people to resolve disputes at the earliest possible time and at the lowest level of the organization, before a lawsuit is filed.

Disputes drain a company's resources. With training in conflict management and problem solving skills, Ellen helps improve working relationships and prevent disputes from escalating. She encourages her business clients to anticipate where conflicts could arise in their operations, saying, "All contracts and employee manuals should have dispute resolution clauses."

A WBO member for about two years, Ellen now serves on the Board of Directors as Membership Co-chair. She enjoys "being around driven, self-starting, energetic women who are passionate about their work."

Ellen is a New York native. At sunrise you'll usually find her at the gym. She also enjoys playing tennis and bridge, baking desserts and spending time with her family.