

Steve Charbonneau

Steve Charbonneau is the Executive Director of Community Mediation Concepts, a Colorado nonprofit which specializes in conflict resolution, mediation, and facilitation. He has provided leadership for CMC for the past fourteen years. Steve is actively involved managing a full caseload, developing education for mediators and utilizing the many aspects of practical and effective conflict resolution.

Steve regularly works with individuals, small groups and large neighborhood groups who are involved in direct conflict. Often these situations involve workplace issues, organizational conflict, and land-use disputes. His varied facilitations include working boards, department leaders and taskforce groups guiding them through their conversations around concerns, challenges, strengths, opportunities, goals and priorities. He helps them engage in an open, honest and respectful manner. Steve's direction enables these groups to identify their interests and goals in a collaborative manner. The outcome is for those involved to use their knowledge to develop and reach specific expectations and measurable results which leads to success.

As Executive Director of CMC Steve currently works with leadership and staff management which:

- Provides conflict resolution, facilitation and mediation contracts with the cities of Denver, Westminster and Thornton. These mediation programs regularly involve neighbor-to-neighbor mediations, infill and land-use issues, taskforce facilitations, large group and neighborhood processes. We manage over 300 cases from these three cities, and when parties agree to come to the table, we're successful over 90% of the time.
- Operates the citizen/police mediation program in Denver, Westminster and Aurora. We are currently in the top first spot in the nation when it comes to mediations per capita, successful resolution rate and satisfaction of the officer and citizen.
- Conflict resolution for Douglas County involving issues around Public Works projects, County Commissioners and the public.
- Contractual mediation and conflict resolution for the State of Colorado, Department of Public Health and Environment, Department of Human Services, and the Division of Wildlife.
- Group process, facilitation, mediation and goal setting for specific boards and groups within Centura Health.

Steve continues as part-time professor at University of Colorado – Denver, in the Communication Department teaching conflict resolution and mediation.