

# CONFLICT RESOLUTION NETWORK

## Presents

### Applying Conflict Resolution Skills in Non-Mediation Settings

Tuesday, September 14, 2010  
6:30 p.m. – 9:00 p.m.

Refreshments and Networking at 6:30 p.m.  
Presentation at 7:00 p.m.

**Southern Methodist University**  
Plano Campus – Building 3  
5228 Tennyson Parkway  
Plano, Texas

FOR MORE INFORMATION (469) 426-1348

OR

[WWW.SWCRN.COM](http://WWW.SWCRN.COM)

*Non-Members & Guests - \$10.00*

**Glenn Robertson** is a Sr. Business Excellence Partner with Intuit, a leader in providing business and financial management solutions for small and medium size businesses, consumers, accounting professionals and financial institutions. In his role, Mr. Robertson works closely with internal business teams to help them achieve better results and build the organizational capability to continuously achieve aggressive revenue growth targets and “WOW” customer experiences. His work includes highly charged and emotional situations such as business process redesign, cultural change, leadership coaching, and various forms of meeting facilitation. Prior to his current role, Mr. Robertson was the leader of Intuit’s Workforce Collaboration Group spearheading worldwide infrastructure centralization and consolidation efforts and, prior to that, he was the Technology Manager for a 600-seat Customer Contact Center serving the Accounting Professional and Small Business Divisions.

**Kyle Whitaker** has been a Patient Advocate at Texas Health Arlington Memorial since 2006. He is responsible for doing whatever it takes to provide the best experience a patient or family member can have. Prior to being an Advocate, Kyle was the Director of Communications for a large church in the Arlington area. Switching to Healthcare to become a Patient Advocate was an intentional choice he made as the result of personally getting to see healthcare through the eyes of the patient and as a caregiver for many years. He is the current President of TAPS and has been actively involved in TAPS since 2005. In 2008, his efforts were recognized when he was selected as the Anna Mary Lindsey Recipient (TAPS Patient Advocate of the Year). Anyone that knows him well knows he is driven by a true passion to help patients and their families. Kyle has a Master’s in Healthcare Administration, from the University of Texas at Arlington and a Master’s in Christian Education from Southwestern Baptist Theological Seminary.

**Judi Ratner** works for the Union for Reform Judaism, the umbrella organization that represents over 900 Reform Jewish member congregations throughout North America, where she serves as a Congregational Representative/Advocate to 75 congregations. Judi’s portfolio of congregations spans 11 states from Texas/OK to North Carolina south to Florida. As a Congregational Representative, Judi works with the congregational lay and professional leadership of each congregation in ways that can promote, nourish, and sustain healthy, trusted, and productive partnerships in order to better meet the goals and vision of their congregation. In addition to her work with the Union for Reform Judaism, Judi Ratner has done pro bono work for other non-profit organizations, while also serving as a trainer to and consultant for residential youth programs, families and organizations pertaining to creating peace in Jewish “homes” through ***Got a Problem With That? ... Navigating through Life’s Obstacles Project***. Judi’s pilot for this program was recognized by the Texas Psychological Association annual convention in November 2007.

**Shelly Wiltz** With over 15 years of experience in hospitality management, Shelly has been responsible for the design, implementation, and analysis of various HR and operational projects for multi-million dollar organizations. Hilton, InterContinental Hotel Group (IHG), and Dewolf Bobberg & Associates are just a few of the Fortune 500 businesses she has provided consulting to. She received a B.S. in Hospitality Management from the University of Louisiana at Lafayette, a M.S. and Fellow position from the University of North Texas Hospitality Management School, and a M.A. in Dispute Resolution from Southern Methodist University.