

Alternative Resolutions



Our Mission:

To resolve problems
before they disrupt your organization

How Your Organization Benefits:

- Enhanced team work and customer service
- Improved morale
- Lower staff turnover
- Increased productivity
- Savings in litigation costs

"It was rare to work with someone with the range and caliber of skills that you demonstrated in facilitation and mediation. Through your guidance, a group of employees having disparate agendas were encouraged to exercise their individualism, yet work toward common goals that they could embrace to become an effective team. Your advocacy for positive outcomes was exactly what we needed to move the initiative forward."

—Montgomery County agency manager

"More than excellent, the best course I have had in a very long time. Learning was presented in such a comfortable and organized way that made learning the skills easy."

—Mediation Class Participant

About Us:

Ellen Kandell, President of Alternative Resolutions, is an attorney, former litigator and dispute resolution professional with more than 25 years of diverse public and private sector experience. She has mediated more than 400 cases and facilitated dozens of team and executive meetings.

Ms. Kandell is a court-appointed mediator for numerous Maryland Circuit Courts and federal agencies. She is a certified mediator and her basic training is from Harvard Law School. Ms. Kandell is an adjunct professor at Catholic University's graduate human resources program and before starting her company, managed dispute resolution programs for the US EPA. Her law degree is from Temple University School of Law.



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Alternative Resolutions

Turning Conflict into Consensus



Training and neutral conflict resolution services for business, government and associations

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What We Do:

- Mediation and conflict resolution
- Group and meeting facilitation
- Training
- Neutral fact finding investigations



What Sets Us Apart:

- Experience—hundreds of cases and hours of advanced training
- Legal Background—public and private sector law practice
- Certification—as mediator by the Maryland Council for Dispute Resolution
- Adjunct college professor
- Maryland Program for Mediator Excellence

What Weve Done for Other Companies and Organizations:

- Fact finding and mediation resulting in improved working relationships at Habitat for Humanity and Montgomery College
- Facilitation of employee engagement meetings for Adventist HealthCare
- Strategic planning retreats resulting in work plans and project priorities for federal and county government agencies
- Advanced negotiation training for Administrative Law judges at Maryland Office of Administrative Hearings and Appeals

"I noticed an immediate improvement in communications and collaboration as soon as the employees returned from mediation."
—Executive Director,
Nonprofit Organization

"Ms. Kandell's experience and expertise made the mediation the most productive I've witnessed."
—Divisional Vice-President

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