

# Francine Poelstra, Executive Director

## Conflict Resolution Specialist, Facilitator, and Trainer

**Francine Poelstra** has been with the Mediation Center of San Joaquin since 2000. She started as a volunteer and became so involved with her community she gave up her private business to come on board with the Center. Her mission in life is the same as the Center's: **Building a Safe Community** by preventing and resolving conflict through education and mediation.

### What Clients are saying:

*"Our people commented on how you expanded their point of view, gave them practiced tools and techniques they can use right away. You inspired them to take new action and make a difference in their personal business lives."*

**Intrinsic Marketing, Christine Harvey, Brussels, Belgium**

*"It is of great importance to me that my staff receives high caliber, well organized, and relevant training. I am pleased to say Ms. Poelstra met all these requirements. The written material is well organized and remains useful as a follow-up resource guide. She interjects insightful questions and uses participatory activities to successfully maintain the group's attentions and focus. I highly recommend Francine to anyone seeking a highly competent, professional trainer."*

**Katherine Gong Meissner, City Clerk-City of Stockton**

*"We were so fortunate to have you available to provide training for 20 members of our staff. I have spoken to almost all participants in the regular course of my duties. Without exception and without prompting each has volunteered his or her appreciation of the time they spent with you and your talented crew. Several said they had already fruitfully employed skills they learned from your program. It was money well spent."*

**Steve Collins, Acting V.P. for Instruction – Modesto Jr. College**

*"I have come to learn and appreciate just how rare the combination of program/content development and standup training skills are. Francine seems not only to be able to do both, but coach in a style that produces real behavioral change (which is rare)."*



### International Speaker, Author & Coach

Francine works with spirited business leaders who want high performance teams and individuals ready to take action in their lives. Her programs give people the information they need to dissolve conflict in the workplace, show up confident, motivated and ready for any challenge. Francine has been with the Mediation Center of San Joaquin County for five years playing a key role in up grading, creating and delivering programs and skills to help people deal with conflict resolution, stress and anger management with clear communications.

### Benefits of Programs:

- Real Communication
- Less Conflict
- Greater Productivity
- Less Absenteeism
- Enthusiasm in the Workplace
- Less Stress
- Greater Focus
- Less money spent on problem solving

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