

Dr. Neil H. Katz

(Abridged Vitae)

Professor
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Educational History

Ph.D. University of Maryland	(American Studies)	August 1974
M.A. St. Louis University	(History)	February 1969
B.A. St. Louis University	(English)	June 1967

Certificates received from Martin Luther King Jr. Center in Atlanta, Tavistock Institute of Human Relations in England, Cape Cod Institute in Organizational Development, the Gestalt Institute of Syracuse and various other training centers throughout the U.S. and abroad.

Appointments

- Professor of Social Science and Conflict Resolution, Department of Conflict Analysis and Resolution, Nova Southeastern University, Ft. Lauderdale, Fl. January 2012 to the present.
- Professor and Chairperson, Department of Conflict Analysis and Resolution, Nova Southeastern University, August 2009 to January 2012.
- Program Manager, Faculty Associate and Associate Professor Emeritus, Maxwell School, Syracuse University, 2000 to present
- Distinguished visiting professor of practice, Department of Conflict Analysis and Resolution, Nova-Southeastern University, Ft. Lauderdale, 2004 to 2008.
- Adjunct Professor, Public Administration Program, Maxwell School of Citizenship and Public Affairs, Syracuse University, 2004 to present
- Adjunct Professor, Whitman School of Management, Syracuse University, 2004 to present.
- Adjunct Professor, Newhouse School of Communication, Syracuse University 2000-present
- Associate Director, Program on the Analysis and Resolution of Conflict, Maxwell School, 1985-2000
- Director, Conflict Resolution Consulting Group, Maxwell School, 1991-2000
- Director, Campus Mediation Center, 1988-1998.

- Director, Summer Institute on Creative Conflict Resolution, Maxwell School, 1973-2000.
- Director, Program in Nonviolent Conflict and Change, Maxwell School, 1972-2000.
- Visiting Professorships at Colgate University, the University of Missouri-St. Louis, and McMaster University in Hamilton, Ontario (Canada)
- Additionally, acted as director or co-director of more than 25 training contracts, including contracts of \$810,000 to train over 7000 managers of the U.S. Social Security Administration in *Leadership and Learning*, and \$406,120 to work with twenty-two labor-management partnership councils of the U.S. Social Security Administration.

Publications

Articles (The most recent of over 25 published articles include)

- “Committee for Nonviolent Action” accepted for publication in Opposition to War: An Encyclopedia of United State Peace and Anti-war Movements. Mitchell K. Hall Ed. ABC/CLIO, 2017.
- “Organizational Impact Analysis of the Training Program: Birth Order Type Habits Model Leadership and Teamwork”(with Pavel Mischenko and Adam Lowe), Personality Formation: A Scientific and Methodical Journal. Moscow, Russia. Vol. 16. No. 1, 2017.
- “Higher Education’s Current State of Alternative Dispute Resolution Services for Students” (with Linda N. Kovack), Journal of Conflict Management, Vol. 4, No. 1 Winter, 2016.
- “An Innovative Approach for Conflict Resolution Preparation: Overt and Covert Dynamics” (with Katherine J. Sosa and Suzette A. Harriott), Conflict Resolution Quarterly, Vol. 34, No. 2 winter, 2016.
- “The Emotional Advantage: The Added Value of the Emotionally Negotiator (with Adrianna Sosa), Conflict Resolution Quarterly. Vol. 33, No. 1, Fall 2015.
- *Understanding and Utilizing Conflict Management Systems and Strategies in the Workplace: A Pilot Study.* (with Linda Flynn) Conflict Resolution Quarterly, Vol, 30, No. 4. Summer 2013.
- *Conflict Management in Organizations.* Oxford International Encyclopedia of Peace, Oxford University Press, 2010.
- *Interest-Based Negotiation: An Essential Business and Communications Tool for the Public Relations Counselor* (with Nancy Pattarini) Journal of Communications Management. Volume 12, No. 1, 2008.
- *Interest-Based Negotiation: Increasing Satisfaction Levels among Critical Stakeholders.* Government Finance Review. Volume 22, No. 5, October, 2006.
- *Bedroom and Boardroom: Consulting with Organizations and Family Systems* (with James Hibel). Peace and Conflict Studies. Volume 12, No. 1, Spring 2005.
- *Beyond Mediation: The Syracuse University Experience.* The Fourth R. (Education Quarterly of the Association for Conflict Resolution. Spring-Summer, 2004.
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Books

- Communication and Conflict Resolution Skills. Neil H. Katz, John W. Lawyer and Marcia Sweedler. Kendall/Hunt Publishers, 2011 (revised edition of earlier book)
- Interpersonal Communication and Conflict Management Skills Workshop: A Training Guide for Workshop Leaders and Facilitators. By Neil H. Katz, the Program on the Analysis and Resolution of Conflicts, Maxwell School, Syracuse University, 2006, second edition, 2014 (This booklet is designed to be a teaching guide for trainers for a generic workshop in interpersonal and small group communication and conflict management skills. The specific skills emphasized in this booklet are reflective listening, problem solving, assertion, and conflict management of needs and values.)
- Nameless Organizational Change, Talwood/Craig Publishing, 2000, by Glenn Allen-Meyer with Neil H. Katz. A book on overcoming the natural resistance to organizational change and the hype that often accompanies it. Katz contributed much of the literature search, editing and the appendix.
- Resolving Conflict Successfully, Corwin Press, 1994, by Neil H. Katz and John W. Lawyer (In the second of this three-part series, Katz and Lawyer present the core skills essential for managing conflict and negotiating differences. The conflict resolution model and process provide an effective framework for managing conflict and negotiating solutions that are acceptable to the parties involved.)
- Preventing and Managing Conflict in Schools, Corwin Press, 1994, by Neil H. Katz and John W. Lawyer (In the third part of this series, the authors focus on processes for preventing conflict through effective human interaction. Five specific approaches are introduced that enable constructive human interaction: agreement management, facilitation, immediacy, consensus decision-making, and mediation.)
- Conflict Resolution Building Bridges, Corwin Press, 1993, by Neil H. Katz and John W. Lawyer (In this, the first of three volumes on conflict resolution for school administrators, two foremost authorities on the top give you the critical knowledge you need to handle conflict constructively and creatively. Katz and Lawyer explore the nature of conflict and its principal sources. They suggest helpful attitudes for framing conflict and offer a process for defusing conflict at an interpersonal level or small group level.)
- Communication and Conflict Management Skills, Kendall/Hunt Publishing, 1985, 1992 by Neil H. Katz and John W. Lawyer (This is the seminal work in interpersonal skills training. Dr. Neil Katz and John W. Lawyer present numerous invaluable frameworks for learning such skills as: active listening, problem solving, conflict management, assertion, and feedback.) Currently in its 25th printing.
- Communication Skills for Ministry, Kendall/Hunt Publishing, 1985, 1992, by Neil H. Katz and John W. Lawyer (This text enables individuals and teams, dedicated to helping others, develop strong communication and conflict management skills. It provides ample opportunities to enhance interpersonal skills, and consequently, your effectiveness. This is an invaluable resource for training and development programs.)

Book Chapters

- “Mediation and Dispute Resolution Services in Higher Education.” in Handbook of Mediation: Theory, Research and Practice, Alexia Georgakopolis, ed. Rutledge Press, 2017.
- “Participatory Action Research Efforts and Scholarship of Engagement.” In Conflict Resolution and the Scholarship of Engagement. Cheryl Duckworth and Consuelo Kelly Eds. Cambridge University Press, Summer 2012,
- “Milestones on a Journey in Peace and Conflict Studies: Lessons from the Field”
- In Critical Issues in Peace and Conflict Studies: Theory, Practice and Pedagogy Tom Matyok, Jessica Senehi, and Sean Byrne Eds., Lexington Books, 2011.
- “Enhancing Mediator Artistry: Multiple Frames, Spirit and Reflection in Action”. The Handbook of Mediation: Bridging Theory, Research and Practice. Margaret Herrman, Ed., Blackwell Publishing Ltd. 2006.
- "Evaluation Research on Nonviolent Action." Perspectives in Non-violence. V.K. Kool, ed. Springer-Verlog Publishers, 1990.
- "Communication and Conflict Management Skills." (with John Lawyer) A Peace Reader. Joseph Fahey and Richard Armstrong, editors, Paulist Press, 1988.
- "Nonviolent Protest and Third Party Public Opinion." (with John Hunt) Citizen Participation in Science Policy. James Petersen, editor, University of Massachusetts Press, 1984, pp. 215-28.
- "An Alternative to Violence: Nonviolent Struggle for Change." (with Kathleen Uhler) Prevention and Control of Aggression. Arnold Goldstein, editor, Pergamon Press, 1983, pp. 273-98.
- "Nonviolent Struggle in Albany, Georgia." (with John Hunt) Nonviolent Action and Social Change. Severyn T. Bruyn and Paula Rayman, editors, Irvington Press (John Wiley), 1979, pp. 128-46.
- "Pragmatists and Visionaries in the Post World War II American Peace Movement: SANE and CNVA." (with Milton Katz) Doves and Diplomats: Foreign Offices and Peace Movements in Europe and America in the 20th Century. Soloman Wank, editor, Greenwood Press, Inc., 1978, pp. 265-88. Contribution in Political Science Series.

Government Reports

Head researcher on 600 page report on *The Nature and Value of Ombudsmen in Federal Agencies*, submitted to the Administrative Conference of the United States (ACUS) to have recommendations to the United States Congress, fall 2016.

Conference Presentations

I have presented workshops on conflict resolution, workplace mediation, and consulting in organizations for 5 of the last 6 years at the Association for Conflict resolution. In addition I have presented at the International Association for Conflict Management and the Southern Political Science Association.

Grants and Contracts

Over the years I have had several research grants and have secured training contracts of well over a million dollars from Federal, State and Private Agencies for Leadership and Conflict Resolution Training. The largest of these was from the U.S. Social Security Administration to provide Leadership training to over 8,000 managers and to design and provide Conflict Resolution Training to over 40 Labor-Management Partnership Councils including training/facilitating their National Partnership Council.

Most recent grant activity include \$10,000 grant from Administrative Conference of the United States (ACUS)/chiResolutions to study "The Role and Practice of Ombudsman in the Federal Government," 2015-2016), and recipient (with Ph.D. student Linda Flynn) of NSU's Quality of Life Faculty-Community Based Applied Grant (\$10,000) on "Understanding and Utilizing Conflict Management Systems and Strategies in the Workplace: Creating a Community Centric Paradigm."

Consulting and Training Clientele

Clients for professional consultation and training services include: Cox Communications, Smith-Barney Financial Services, Edelman, Inc., Alstom Transportation Systems, Eaton Corporation, Aqua America Corp., Car-Freshner Corp., Rural/Metro Corp., American General-U.S. Life Insurance Co., Bristol Myers-Squibb, Inc., Mutual of New York, the Internal Revenue Service, the Office of Personnel Management, the National Science Foundation, the Patent and Trademark Office, the Census Bureau, the Department of the Interior, the Defense Security Services, Rome (N.Y.) Laboratories (U.S.A.F.), the Environmental Protection Agency, the Solid Waste Authority of Herkimer-Oneida County (N.Y.), the N.Y. State Martin Luther King Jr. Institute/Commission on Nonviolence, the National Forum for Black Public Administrators, Onondaga County (N.Y.) Police Services, the Bergen County (N.J.) Department of Probation, the Danforth Foundation, the N.Y. State Council of School Superintendents, the N. Y. Office of Mental Health, the N.Y. State Governor's Office of Employee Relations, the National Association of School Board Members, The National League of Cities, The State Government Affairs Council, the Court Alternative Dispute Resolution Program of California, the Office of the City Manager, Goleta, California., The Downtown College Consortium (Oklahoma City), the Hispanic Elected Local Officials (HELO), the Maine Municipal Association, Cable Companies Association, the Onondaga County (N.Y.) Legislature and Office of the County Executive, the University of Belize, and the International Red Cross, University Hospital and Mayor's Office in Reykjavik, Iceland.

Awards

Among Dr. Katz's awards and honors, he received the Martin Luther King Jr. Human Rights Award from the Syracuse Community for his career-long commitment to nonviolent conflict resolution and the principles embodied in Dr. King's life and work, and was recently presented

the William Kreidler Award for Distinguished Service to the field of Conflict Resolution by the Association for Conflict Resolution (ACR) at their 2016 Annual Conference.