

Institute of Communication (“IOC”)

A Division of Austin Texas Mediators LLC
dba Mediators & Arbitrators of America
dba Mediators of Texas



Capability Statement

Summary:

Institute of Communication (“IOC”) consists of a team of experienced educators, lawyers, military veterans, retired federal law enforcement officers, mediators, chaplains, mental health professionals, lobbyists, and business owners who in addition to mediating and arbitrating disputes, provides **expert strategic communication training and support services**. With such diverse backgrounds and exceptional credentials, including extensive consulting experience, IOC can bring differing perspectives that promote creative solutions.

Capabilities:

Expert Strategic Communication Training and Support Services

IOC offers a variety of communication and leadership development courses to allow you to be successful in managing and resolving workplace needs more effectively. IOC has multiple programs to deal with a wide array of issues such as: crucial conversations, cultural awareness, performance management, leadership development, bullying, sexual harassment, EEOC, employment, employee leave, termination and more. IOC also provides a variety of conflict resolution training programs to businesses, schools, unions, governmental agencies and other community organizations.

Mediation and Arbitration Services

IOC is a team of advanced mediators and arbitrators who provide settlements in areas such as divorce, insurance claims, employee relations, property disputes, veteran’s issues, corporate and tax matters, and elder care.

Differentiators:

The founder of IOC and our lead trainer is a Yale Law Alumna who has developed and sold several multi-million dollar companies and has over 40 years of experience in law and business. IOC’s communications director has worked in federal law enforcement for over 30 years and holds a doctorate in public administration and is a National Certified Counselor. IOC’s founder was named SBA’s 2016 Small Business Person Of The Year in Texas.

Past Performance Includes:

Client Name	Project	Contact Information
Judge Gravell Williamson County JP3	Provide mediation and conflict resolution services for court #3, Williamson County TX.	Rose Mary Cooper Phone: 512-943-1501
Chris Reilly Power Choice LTD	Cultural sensitivity training as per HR and in house legal specifications.	Chris Reilly CEO Phone: 860-212-7318
Tarleton State University	Conflict Resolution training for professors, lecturers, staff and other educators.	Ashleah Baker Phone: 254-968-9890

Contact Information

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CERTIFICATIONS:

SBA, DBE, WBE, HUB,
WOSB, EDWOSB, SDB

NAICS Codes: 611430

541990

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