



## **Profile**

Jason Dykstra is helping people turn conflict situations into creative solutions. His specialty revolves around relationships and the conflict that lies in them. He has worked with a variety of people, businesses, and congregations offering various forms of Conflict Management, workshops and public speaking. He has a rich background working in the Social Service field, primarily with mental illness, developmental disabilities, and at-risk youth.

Cambridge, Ontario

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## **Family Conflict Management Experience**

Jason is an Accredited Family Mediator (Acc. F.M.) through the Ontario Association of Family Mediation. Jason has taken over 180 hours of Conflict Management training and received an Advanced Certificate in Conflict Management and Mediation from Conrad Grebel University College.

Jason mediates on-site within the Family Courts through Axis Family Mediation Inc., who is the court connected program for the Waterloo Region through the Ministry of Attorney General. This program is intended for people who have family law matters within the court and is there to help them resolve those issues in a timely fashion. These cases can be mediated at any stage of the court process, from client's first appearances right up to, and including, trial.

Jason also mediates with Axis Family Mediation Inc. to mediate Family disputes outside of the courtroom. These cases include, but are not limited to, matters regarding divorce and separation, custody, access, child and spousal support, parenting plans and property matters. Jason mediates these cases out of his two offices in the Waterloo Region and the Hamilton area.



# Jason Dykstra

Conflict Management Specialist

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Jason is also a Mental Health Specialist Presenter for the Mandatory Information Program (MIP) sessions that happen in the Family Law Courts. He presents information to people that have already started a family law dispute within the courts about the effects that separation and divorce can have on adults and children and how to create a parenting plan that will benefit people and their children.

## **Family Mediation Internship**

Jason had the privilege of completing a one hundred hour internship with Axis Family Mediation. This internship included spending time in the courts with on-site mediation as well as off-site mediation in and office outside of the courts. During his internship at Axis Family Mediation, Jason observed and was supervised by three experienced and Accredited mediators. Jason started his internship by observing the mediator do the intake sessions and joint meetings and then debriefing with the mediator afterwards. He then moved on to co-mediating, becoming the lead mediator for intake sessions and a secondary mediator for the joint sessions. That co-mediation then shifted with Jason becoming the lead-mediator for both the intake and joint sessions while the supervising mediator observed. The internship ended with Jason becoming the sole mediator with the internship mediator supervising in the same room. Through this internship Jason observed 15 mediations, co-mediated 14 mediations, and was the sole mediator for 4 mediations. Out of these 33



mediations, 31 mediations were completed successfully with the parties coming to a written agreement while only 2 mediations were deemed not fit for the mediation process and did not carry on past the intake session.

### **Conflict Management Experience**

Jason has been mediating since 2009 and specializes in relationship conflict. He uses a variety of processes including mediation, circles, group facilitation, and conflict management coaching. He has successfully mediated cases with issues pertaining to Family, Neighbours, Community, Workplace, Schools, Congregational matters and Victim Offender Reconciliation. He has led workshops for organizations, schools and churches on how to manage conflict and devise conflict management processes, how to deal with conflict, and facilitating the mediation process. Jason also does public speaking about conflict management for events, conferences, and organizations.

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### **Degrees and Certificates**

Conrad Grebel University College, *Waterloo, ON* - Advanced Certificate in Conflict Management and Mediation

Redeemer University College, *Hamilton, ON* - B.A. Double major in English and Psychology

### **Conflict Management Training Courses**

Understanding Conflict I: The Key to Change

Understanding Conflict II: Coaching and Assessing Conflict Situations

Communication in Creative Leadership: Conflict as Difference: Exploring Meaning Together

Alternative Dispute Resolution Level 1: Dispute Resolution Overview

Conflict Management: Negotiation and Mediation Level 2

Transformative Mediation: Skills for Community Mediators

Family Mediation Skills: Theory and Practice

Advanced Family Mediation Skills: Intensive Mediation Skills Clinic

Basic Family Law



Peacemaking Circles  
Conflict Management Coaching  
Organizational Conflict Approaches

### **Associations**

Accredited Family Mediator (Acc. F.M.) with Ontario Association for Family Mediation (OAFM)  
Associate Member of Alternative Dispute Resolution Institute of Ontario (ADRIO)

Member of the Association for Conflict Resolution (ACR)

### **Past Experiences**

#### **Service Coordinator, *Community Justice Initiatives*; Kitchener, ON, 2010-2011**

Process referrals for Youth Victim Offender Reconciliation and Family Group Conferencing and set up case development and mediations. Assess potential clients for willingness to mediation and assign and support volunteers. Provide workshops and Peer Mediation programs. Promote awareness of Restorative Practices in the community. Started a new program called the Back Home project that assisted youth being released from a custody facility and re-integrate them back into community and their families.

#### **Non-Violent Crisis Intervention Trainer/Program Coordinator/Support Worker,**

##### ***Christian Horizons*; Hamilton/Guelph/Waterloo, ON, 2006-2011**

Provide Non-Violent Crisis Intervention training to staff on a relief basis. Assisted Program Manager with scheduling, replacing/covering shifts, and budgets. Responsible to care for the well-being of individuals with developmental disabilities and mental illness and help them create meaningful activities in their lives.

#### **Program and Volunteer Manager, *Reaching Our Outdoor Friends*; Kitchener, ON 2010**

Organized, analyzed, and implemented programming for homeless and at-risk of homelessness youth (ages 12-25). Advertised, recruited, trained, coached, and scheduled over 50+ volunteers and was an advocate for volunteers. Also, implemented and managed an emergency shelter for homeless youth including the hiring, training, coaching, and scheduling of shelter staff. Oversaw social enterprises out of the ROOF facility that gave youth job preparation and experience.

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**Outreach Coordinator, Faith Christian Reformed Church; Burlington, ON, 2007-2008**

Oversaw and encouraged a congregation of 500+ members to participate in outreach within the community by creating and advertising opportunities for them. Educated, prepared, and oversaw ministries within the church to equip them with the necessary skills to be active with the community. Also, welcomed and assimilated new members into the congregation.

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**Mental Health Support Specialist, Homestead Christian Care; Hamilton, ON 2005-2007**

Provided crisis counseling, medication administration, life skills training, social skills training to over 20 residents that dealt with mental health and physiological issues. Maintained a clean facility, completed documentation, scheduled appointments, and gave tours of the facility.