

VIAC – Questionnaire for Mediators

1. **Name:** Hans Burkard

2. **Nationality:** Austrian

3. **Contact information**

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4. **Education and professional experience (original profession; where did you study?):**

Please add your CV!

- See CV attached

5. **Core area of current professional activity:**

- International Business Consultant with emphasis in conflict and trust
- Head of IT at AUVA (Healthcare Provider and Insurance, 5000+ staff)

6. **Accreditation in the field of ADR (including relevant trainings and connected qualifications):**

- *Accreditation as Mediator by Austrian Ministry of Justice (2011 - 2025)*
- *Related trainings, seminars and congresses in Argentine, Austria, Brazil, Colombia, Germany, Great Britain, Italy, Mexico, Switzerland, Spain and USA, e.g.*
 - o ADR in Economic Issues (Incite, Austria)
 - o International Conflict Management (Colombia University, NYC/USA – Medellin/Colombia)
 - o World Congress on Business and Economics Ethics, Sao Paolo, Brazil (academic advisory team, participant and speaker on issues of economic development in regions of armed conflict).

7. **Practical experience in mediation**

- **How many (international) mediations have you participated in**

*Several hundred mediations on business as well as on diplomatic issues in Europe and Latin America.
Typical disputes:*

- Stakeholder disputes
- Contractual disputes (mainly client - provider)
- Project related disputes
- Inner-organizational disputes
- Community dispute, partly in armed conflict environment

- Regional economic development in areas of armed conflict
- Peace talks (Colombian government with FARC-rebels, Pastrana administration)
-
- **as single/co-mediator/in a team?**
 - All of these, depending from dispute size. In larger disputes normally leading a team.
- **administered by an institution; under which Rules?**
 - No
- **in which areas/fields?**
 - general business management, economics or project issues
 - diplomatic issues
- **how complex (please provide examples, participation of lawyers/experts)?**
 - *Case 1: Regional economic and structural re-organization of the northern Darien-Region (Colombia) after armed conflict escalation.*
Leading a team of experts (university professors from Colombia), conflict expert from IICR (Colombia University, NYC) and representatives of Colombian Presidential Office as well as of international diplomacy (situational)
 - *Case 2: Contractual Client-Provider Conflict (Germany/Austria)*
2 lawyers
 - *Case 3: Project related conflict (Austria)*
3 experts
- **How often have you acted in a different function (e.g. consultant, expert)?**
 - None
- **What other ADR-experience do you have?**
 - Participation Peace-Talks of Colombian Government with FARC-rebels

8. Languages (including levels)

Mother tongue:

- German

Working languages (i.e. languages in which you have both a spoken and written command so that you may conduct mediation proceedings in this language):

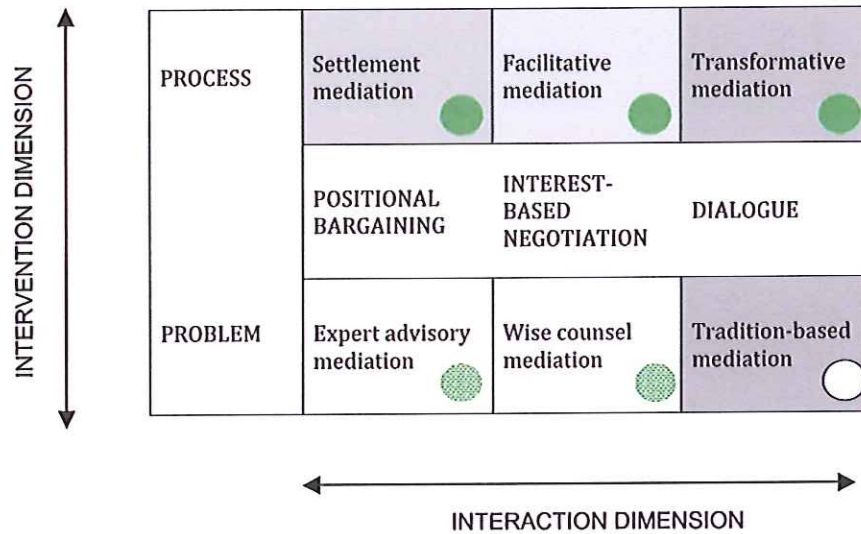
- English, Spanish, Italian

Basic knowledge:

- Portuguese, French

9. Style of mediation

Where do you see yourself? Please tick box as appropriate or indicate your preferred style.



© Alexander, Nadja (2011) "The Mediation Meta-Model - the realities of mediation practice," *ADR Bulletin*: Vol. 12: No. 6, Article 5. Available at: <http://epublications.bond.edu.au/adr/vol12/iss6/5>; see also here for a detailed description of the 6 mediation styles.

- strong
- strong in fields of my specific expertise, e.g. general management, project management, healthcare, IT
- Very little experience

10. Please describe aspects of your personality which could be interesting to clients you are going to mediate; what would former clients emphasize in your work?

- Outcome-oriented
- Creative
- Precision and logic
- Energetic
- Empathetic
- Friendly
- Creation of a positive dispute environment

11. Publications and other activities in ADR related matters (e.g. training sessions, seminars, conferences, articles and others):

Conflict related publications in 4 languages, seminars and conferences in several countries of Europe and America.

12. Memberships in mediation institutions / functions in mediation institutions/organizations:

Austrian Economic Chamber of Trade, Commerce and Industry; Member of Experts-Group on Mediation

13. Special expertise or specializations (please list a maximum of three) in your ADR-practice:

- Business/Economics
- Diplomacy

14. Soft Skills (e.g. intercultural competences):

- Strong intercultural experiences, particularly with Latin Culture but successful cooperation also with persons from Arabic, Asian and African backgrounds
- Strong analytic and logic formation
- Strong ethical principles
-

15. How do you ensure your professional quality (e.g. coaching, practice supervision, etc?)

- Continuous intervisions , coaching and trainings

16. Date of birth:

- March 18, 1952

I have completed this questionnaire above to the best of my knowledge and believe it is accurate. I understand that the above information will be used for VIAC's internal use and may be given to interested persons or may be published on VIAC's website.

Date and signature



Wien, 1/8/2016

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Employment Record

- 1995 - Present International Management Consultant & Business Mediator
- 2002 - Present CIO; AUVA (*Healthcare and Insurance Company, 5.500+ employees*), Vienna, Austria
- 1995 – 2002 Professor of Economics; Director Consulting and Research on Sustainable Management; *University of Antioquia*, Medellin, Colombia
- 1988 – 2000 Financial Director Colombia, Ecuador y Peru; Regional Director Western Colombia; *New Humanity (UNESCO PEACE PRICE 1996)*; Official Representative of *New Humanity* at UN, New York
- 1982 – 1988 Programme Manager/Head of Organizational Planning, AUVA, Vienna, Austria

Education

- PhD in Mathematics, University of Vienna, Austria (1978)
- Master in Theology, Universidad Javeriana, Bogota, Colombia (1995), summa cum laude

Knowledge of Languages

- German (native proficiency)
- English, Italian, Spanish (full professional working proficiency)

Volunteer

- Austro-Colombian Society; President
- Austrian MERCOSUR Society; President
- ALENE – Latin American Society on Business and Economics Ethics; Co-founding Member
- Austrian Economic Chamber of Trade, Commerce and Industry; Member of Experts-Group on Mediation

Complementary Studies

Professional Studies on Business Mediation

- Columbia University, New York, USA - Universidad de Antioquia, Medellin, Colombia (2000)
- INCITE, Hernstein, Austria (2010/2011)

2-years training course on Interdisciplinary Studies at Istituto Internazionale di Loppiano, Florence, Italy

High level seminars on Leadership and Management in Argentine, Austria, Brazil, Colombia, France, Germany, Great Britain, Italy, Switzerland and USA.

Publications

Publications on Leadership & Conflict Management in four languages, e.g.

Gerencia Sostenible: Hacia una gerencia ética a partir de las exigencias latinoamericanas. Proceedings 1st Congress of Ethics, Business and Economics in Latin America, San Paolo, Brazil 1998

The Project of Economy of Sharing. Forth International Symposium on Catholic Social Thought and Management Education, Puebla, México 2000

Chaos-Management. In AA.VV., “Globalizzazione e Mondo Unito. Itinerari di incontro a partire dell’economia”, Quaderni di Umanità Nuova #4, Città Nuova Editrice, Roma, Italia.