

# VIAC – Questionnaire for Mediators

1. **Name:** Dr. Stephan Proksch, MAS

2. **Nationality:** Austria

3. **Contact information**

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

→ See CV

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

Management Consulting, Training, Business Mediation

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

→ Master of Advanced Studies in Mediation – University of Klagenfurt  
→ PhD Thesis on Conflict Management

7. **Practical experience in mediation**

- How many (international) mediations have you participated in
  - as single/co-mediator/in a team?
  - administered by an institution; under which Rules?
  - in which areas/fields?
  - how complex (*please provide examples, participation of lawyers/experts*)?

I have mediated two large international mediations in co-mediation as lead mediator. (I can name a judge for each case who can confirm this.)

They were not administered by an institution but were appointed by civil courts of Austria.

One was in the field of pharmacy, the other in the field of transportation industry.

- How often have you acted in a different function (e.g. consultant, expert)?

I have not acted in a different function.

- What other ADR-experience do you have?

I have acted as a facilitator and as a coach.

8. **Languages (including levels)**

Mother tongue: German

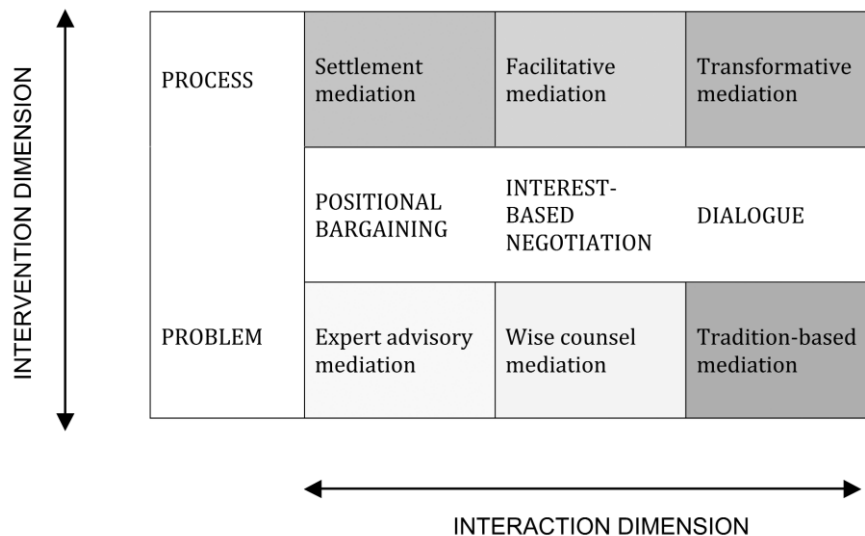
Working languages (i.e. languages in which you have both a spoken and written command so that you may conduct mediation proceedings in this language): English

Basic knowledge: French

## 9. Style of mediation

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

I think my style of mediation can be described as "facilitative" mediation.



© 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.

## 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?

- Business minded, Goal oriented, Searching for Pragmatic Solutions
- Skillful in handling escalated and emotionally challenging situations
- Special Competence in Group Dynamics (Member of the Austrian Association of Group Dynamics, ÖGGÖ)

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

### Books:

- Conflict Management by Stephan Proksch, Springer Verlag, 2016  
<http://www.springer.com/de/book/9783319318837>
- Konfliktmanagement im Unternehmen by Stephan Proksch, Springer Verlag, 2013  
<http://www.springer.com/de/book/9783642356889>

### Articles:

- Risiken eines Fluges ohne Co-Pilot oder: ein Plädoyer für die Co-Mediation by Stephan Proksch; Erschienen in: ZKM, Zeitschrift für Konfliktmanagement, Köln 2016
- Liquidation eines Traditionsunternehmens: Beschreibung eines großen Mediationsfalles by Stephan Proksch; Erschienen in: ZKM, Zeitschrift für Konfliktmanagement, Köln 2013

(among others)

**Training:**

- Trainer and academic director of the mediation course for consultants of the “Incite” academy of the Austrian Chamber of Commerce.
- Trainer for Mediation for the University of Graz, Arge Bildungsmanagement, Fachhochschule Wien and other institutions.

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

- Co-Founder and Member of the “Experts Group Wirtschaftsmediation” ([www.wirtschaftsmediation.cc](http://www.wirtschaftsmediation.cc)); 2004-2013 chairman of this organization.
- Member of „Partners Global“ ([www.partnersglobal.org](http://www.partnersglobal.org)), an Organization to promote peaceful democratic change in society, affiliated with JAMS.
- Member of the ÖBM (Österreichischer Bundesverband für Mediation)

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

- Workplace Conflicts
- Team and Group Conflicts
- Business Disputes of all Kind

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

- Skillful in handling escalated and emotionally challenging situations
- Capable of managing, leading and mediation small and large groups
- Intercultural Competence (especially USA and Germany since I have lived in both countries)

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

- Peer-Supervision at regular intervals
- Regular participation at seminars and trainings
- Participation at Congresses and Conventions

**16. Date of birth: 7.3.1968**

I have completed this questionnaire to the 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.

A handwritten signature in black ink, appearing to be 'Andreas', written in a cursive style.

Vienna, 6.7.2016

Date and signature



## Dr. Mag. Stephan PROKSCH, MAS

\*1968 in Vienna

### Contact

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### Profession

Mediator, Management Consultant, Trainer

### Present Occupation

- Managing Partner of „Trialogis Counseling and Mediation“ ([www.trialogis.at](http://www.trialogis.at))
- Trainer and coordinator of the mediation course of „Incite“ of the Austrian Chamber of Commerce / WKO ([www.incite.at](http://www.incite.at))

### Professional Focus

- Mediation and business mediation
- Organizational development and team development
- Training, especially in the field of conflict management and mediation, conflict, team dynamics and organizational development

### Career

- 2003 until now: Managing Partner at Trialogis
- 1998 until 03: Generali Group; responsible for inhouse conflict management and mediation and inhouse consulting;
- 1997 until 98: Siemens Nixdorf Informationssysteme AG, Department for quality management and change management

### Professional Affiliation

- Member of the board of „VMG – association for the promotion of court annexed mediation“
- Spokesman and representative of the “Experts Group Business Mediation” of the Austrian Chamber of Commerce/WKO until 6/2012

### Degree Level Education and Professional Development

- 2007 PhD at the IFF / Vienna: organizational development and conflict management
- 2001 Graduation post graduate degree in conflict management and mediation at the University of Klagenfurt
- 1996 Business administration degree, Vienna
- 1992-1993 Exchange student business administration at the University of Illinois / USA

### Publications

- Conflict Management by Stephan Proksch, Springer Verlag, 2016  
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