

VIAC – Questionnaire for Mediators

1. Name: Mag. Armin Rauschenberger, MBA

2. Nationality: Austria

3. Contact information

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Website: -

LinkedIn: www.linkedin.com/in/arminrauschenberger

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

Please add your CV!

5. Core area of current professional activity:

- Leading a team of 7 Specialists in the HR Competence Center, being responsible for Recruiting, Employer Branding and Training & Development of a 1200 Employee Company in the medical device industry.
- Conflict Management in workplace and business disputes.
- Change Management Consulting within Projects und Organizational Development.

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

- 366h Training in Mediation and Conflict Management at Wfi Steiermark (2016/2017)
- Listed Mediator at "Bundesministerium für Justiz" since 2022

7. Practical experience in mediation

- How many (international) mediations have you participated in
 - as single/co-mediator/in a team? 6 in the last 12 months
 - administered by an institution; under which Rules? no
 - in which areas/fields? Workplace and Business Disputes
 - how complex (*please provide examples, participation of lawyers/experts*)? Team conflicts from 2 to 7 participants, participants from different countries, one conflict with impact for about 800 Employees
- How often have you acted in a different function (e.g. consultant, expert)? I act regularly as an conflict management consultant and conflict management expert
- What other ADR-experience do you have?
 - Experience as ombudsman
 - Experience as leader of sounding boards

8. Languages (including levels)

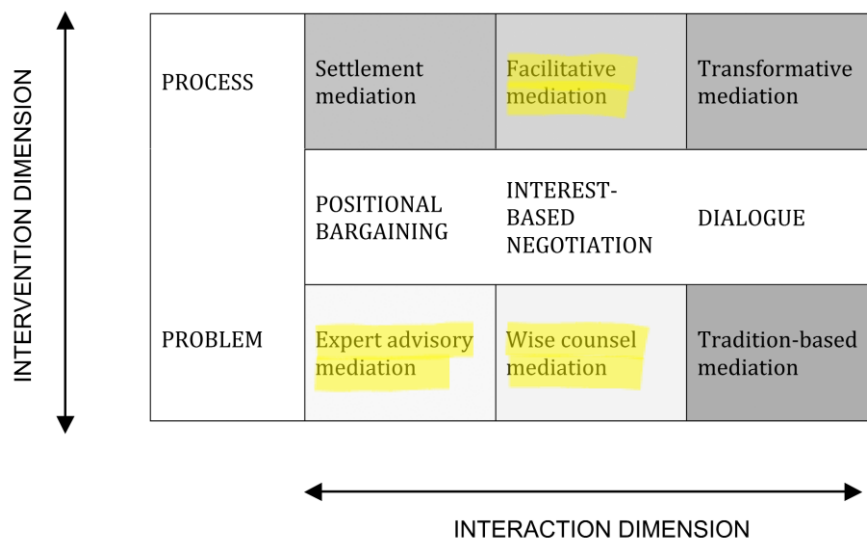
Mother tongue: German

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:

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.

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?

- Great understanding of the business impact of the conflict based on 20 years experience as a business executive
- Knows how to perform in an international environment
- Great empathy and ability to deescalate in high emotional settings
- Trustworthy and loyal

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

- Several articles posted on my LinkedIn profile

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

- ÖBM
- Forum Wirtschaftsmediation

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

- Family Businesses
- Retail Businesses
- Medical device industry

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

- communication competences
- intercultural competences
- empathy
- integrity

- fairness

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

- Coaching
- Supervision
- Best practice sharing with other Mediators
- Teaching Mediation and Conflict Management
- Training and Development (min. 50h in 5 years)

16. Date of birth: 29.09.1979

VIAC offers mediation practitioners the possibility to present themselves on its website. VIAC reserves the right to publish any presentations submitted and to remove it as the case may be. Parties are free to nominate a mediator of their choice and so is the VIAC Board when appointing a mediator. These presentations do not constitute recommendations but may assist the parties in choosing a mediator willing to conduct proceedings according to the Vienna Mediation Rules. The fact that a mediation practitioner appears on this list, does not authorize this person to use the title "VIAC-mediator".

I have completed this questionnaire to the above to the best of my knowledge and believe they are accurate.

I hereby consent that the data provided in this questionnaire may be processed for the appointment of mediators and published by VIAC. This includes in particular publication on the website of VIAC as well as use in any presentations, etc. This consent may be withdrawn at any time by contacting VIAC at our general contacts, in particular by email addressed to office@viac.eu. The consequence of any such withdrawal will be that my data will no longer be processed by VIAC. For further information see our privacy statement at www.viac.eu.

16 April 2023

Date

and

Signature



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PERSONLICHE BESCHREIBUNG

People oriented, hands – on Senior Executive mit großer Leidenschaft für Konfliktmanagement und Mediation.

ERFAHRUNG

HEAD OF HRM COMPETENCE CENTER / NEUROTH INTERNATIONAL AG

Seit Oktober 2021

Führung der Abteilungen Training & Development, Recruiting und Employer Branding mit den Hauptaufgaben Etablierung eines gruppenweiten Kompetenzmanagementsystems, Ausbau der Neuroth Academy, Roll Out von Projekten und Veränderungen, Verantwortung und Weiterentwicklung des gruppenweiten Recruiting Prozesses und die Positionierung der Arbeitgebermarke „Neuroth“.

MANAGING DIRECTOR / AUDIO LAB AUSTRIA GMBH

Oktober 2020 – September 2021

Führung und Entwicklung des B2B Bereichs der Neuroth Gruppe. Rebranding und Entwicklung des eigenen Marktauftritts nach dem Outsourcing aus der Neuroth Gruppe. Sanierung des Bereichs aufgrund des COVID Impacts.

HEAD OF STRATEGY / NEUROTH AG

September 2019 – September 2020

Verantwortung für den Strategie Prozess der Neuroth Gruppe. Treiber für die Strategieentwicklung der Neuroth Gruppe. Verantwortung für die Implementierung und Kommunikation der strategischen Maßnahmen.

INTERIMSMANAGER / NEUROTH AG

Oktober 2018 – September 2019

Interimistische HR – Leitung der Neuroth Gruppe. Interimistische Leitung der Vertriebsorganisation Südosteuropa (Slowenien, Kroatien) der Neuroth Gruppe

HEAD OF EXECUTIVE OFFICE / NEUROTH AG

November 2016 – September 2019

Unterstützung des CEO und des CFO der Neuroth Gruppe. Verantwortlich für den Strategie Prozess der Neuroth Gruppe. Aufbau des Project Management Office. Umsetzen der Vorgaben der DSGVO.

EXPANSION MANAGER / NEUROTH AG

Oktober 2012 – Oktober 2016

Projektleiter für den Markteinstieg der Neuroth Gruppe in Deutschland. Integration von akquirierten Unternehmen in die Neuroth Gruppe. ISO 9001 Zertifizierung der deutschen Standorte.

QUALIFIKATIONEN

Durch meine Erfahrung mit unterschiedlichsten Management Aufgaben in Kombination mit dem Global Executive MBA verfüge ich über stark entwickelte General Management Skills in einem internationalen Umfeld.

Bei anspruchsvollen Themen wie großen Change Vorhaben zeichnet mich mein Blick fürs Wesentliche, meine Eigenschaften zuhören zu können und meine Fähigkeit Konflikte zu vermeiden bzw. zu lösen aus.

HEAD OF QUALITY MANAGEMENT / NEUROTH AG

April 2011 – September 2012

ISO 9001 und 13485 Zertifizierung der Zentralstandorte, sowie der Neuroth Filialen in Österreich, Schweiz und Slowenien.
Verantwortung für das Quality Management der gesamten Neuroth Gruppe (Produktion und Vertrieb).

LEAD INTERNAL AUDITOR / NEUROTH AG

Februar 2006 – September 2012

Durchführung von internen Audits nach ISO 9001 und 13485 in den Zentralstandorten und Filialen in Österreich, Schweiz, Slowenien und Kroatien.

BERUFSANWÄRTER STEUERBERATER / RIEGLER, KERSCHBAUMER UND PARTNER

Oktober 2004 – Jänner 2006

Bilanzierung und Erstellung von Steuererklärungen. Steuerrechtliche Beratung.

AUSBILDUNG

GLOBAL EXECUTIVE MBA / JUNI 2019

WU Executive Academy / University of Minnesota –
Carlson School of Management
Abgeschlossen mit Auszeichnung

MEDIATION UND KONFLIKTMANAGEMENT / DEZEMBER 2017

WiFi Steiermark

SENIOR PROCESS MANAGER / 2012

WiFi Steiermark

HÖRGERÄTEAKUSTIKMEISTER / 2008

WiFi Wien

DIPLOMSTUDIUM RECHTSWISSENSCHAFTEN / 2003

Karl Franzens Universität Graz

EHRENAMTLICHE TÄTIGKEITEN ODER LEITUNGSAUFGABEN

2021 – heute

Obmann „Commodore Drivers Club e.V.“

Organisation von Veranstaltungen und Treffen mit internationaler
Beteiligung für Fahrer von historischen „Opel Commodore“ Modellen.
Unterstützung von hilfsbedürftigen Personen in der Region durch
Spenden im Rahmen der Veranstaltungen.

2009 – 2018

Stammtischleiter „ALT-OPEL Stammtisch Steiermark“

Organisation von Veranstaltungen und Ausfahrten mit internationaler
Beteiligung für Fahrer von historischen Opel Fahrzeugen