



The
Feel Good
Approach

COACHING
MEDIATION
TRAINING

CURRICULUM VITAE

STEFANIE POLLENDER

WORK EXPERIENCE

Since 11/2017

Freelance Coach, Mediator, and Facilitator based in Kampala, Uganda

Clients include GIZ Uganda, Rwanda, South Sudan and Zimbabwe, Brot für die Welt / Dienste in Übersee, Eirene/ACFODE, SNV, NMS, Madiba, AIZ, Horizont3000, Lebensidealisten and the private sector

Coaching

- * *Individual coaching on the topics of work-life balance, dissolving obstructive beliefs, strengthening self-esteem, dealing with jealousy, developing a vision for the future*
- * *Couples coaching on the topics of long-distance relationships, communication problems, cheating, falling in love, resolving injuries*
- * *Leadership coaching on the topics of team leadership, delegation, creating team motivation, and solving team conflicts*
- * *Outgoing professionals / MAPs on the topics of expectations, cultural challenges, fears about the future, understanding roles*

Mediation

- * *Supporting teams to resolve their conflicts and establish better communication*
- * *Supporting couples to solve conflicts in their partnership*

Facilitation of processes

- * *Preparation of workshops for outgoing professionals and their partners*
- * *Upward feedback facilitation for leaders to jointly reflect on leadership style and ensure that the leader and employees work harmoniously together*
- * *Team building workshops to engage teams in a process of reflection on their expectations and their communication patterns and to build trust within the team*
- * *Customized trainings on topics such as leadership, communication, conflict management*



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- 04/2014 – 10/2017 **Advisor for Organizational Development for a Women Organization and different Resident Associations for GERMAN INTERNATIONAL COOPERATION (GIZ), Harare, Zimbabwe**
- 07/2011 – 10/2013 **Peace Expert in the Civil Peace Service Program (ZFD) for GESELLSCHAFT FÜR INTERNATIONALE ZUSAMMENARBEIT (GIZ), Beirut, Lebanon**
- 01/2009 – 06/2011 **Academic Director for the American organization WORLD LEARNING – School for International Training (SIT Study Abroad), Kigali, Rwanda**

EDUCATION

- 10/2020-08/2021 **Certified Systemic Coach and Mediator** – Hanseatic Institute for Coaching, Mediation and Leadership, Hamburg, Germany
- 08/2006 – 05/2008 **MA in Intercultural Relations, Lesley University, Cambridge, Massachusetts, USA** (Summa cum laude).
- 10/1999 – 04/2003 **MA in Psychology, Freie University, Berlin, Germany** (Summa cum laude)
- 10/1997 – 10/1999 **BA in Psychology, Philips University, Marburg, Germany**
- 07/2000 – 08/2001 **Certified Trainer in Adult Education, ABF e.V.** (Work, Education & Research Institute), Berlin, Germany

ADDITIONAL QUALIFICATIONS

- 09/2020 **Non-Violent Communication**
- 07/2017 **Certified Change Manager**
- 04/2016 **Fundraising Fundamentals and Resource Mobilization**
- 03/2013 **Peace and Conflict Impact Assessment**
- 07/2011 – 09/2011 **Development politics and good governance, empowerment: human rights and gender, understanding organizations – accompanying change processes, project and team management**
- 09/2010 **Certified Trainer in “Do No Harm“**
- 03/2006 **Certified Mediator**
- 04/2005 & 06/2007 **Certified Trainer in Alternatives to Violence (AVP)**