



**We empower our clients to optimize their businesses and their employees with leadership skills to foster an inclusive and healthy workplace.**

**Unitive Consulting** specializes in bringing unique expertise in the fields of Human Relationships, Change Management, Conflict Management, Organizational Effectiveness, Executive Coaching, Mediation, and other related subjects.

Unitive Consulting works with governmental agencies, corporations, and nonprofit organizations as an agent of change for organizational and employees' success. We bring our harmonious resolutions and restore productivity to the workplace, with a spirit of collaboration and inclusion. We are invested to serve our clients with speed, professionalism, confidentiality, and finesse. We empower our clients to upgrade their businesses and organizations with sustainable leadership and people's skills to foster an inclusive dialogue in the workplace.

### How We Help Our Clients

*It is vital that conflict be precisely identified to resolve it. Unitive Consulting begins every assignment with an assessment of these three domains:*

**Performance needs**

*What tools are critical for employees to meet expectations?*

**Learning needs**

*What do employees need to learn to be more effective?*

**Environmental needs**

*What support systems will foster teambuilding, build respect, and create a more professional work environment?*

Once issues are identified, Unitive Consulting recommends and implements one or more of our services.

- **Conflict Resolution Coaching**—Social skills, such as conflict resolution, are not part of standard educational curriculum. Therefore, individuals learn how to deal with conflict from social transmission. We help clients to identify attitudes that contribute to conflicts and develop strategies that create changes in non-productive behaviors.
- **Executive & Leadership Coaching**—We work with executive leaders and all level managers to recognize their strengths and the areas of growth to become better leaders. Unrecognized barriers embedded in individuals' belief systems and attitudes can impair workplace performance and communication.
- **Mediation**—People with disputes benefit from a neutral third-party facilitating the identification of issues hindering progress. Our mediation services employ peace-making tactics to diffuse emotions, assist open communication, and generate mutual agreements.



**Government Contract Awarded**

- Santa Clara Valley Transportation Authority.
- Santa Clara County Equal Opportunity Department.
- California State Water Resource Control Board.
- University of California Santa Cruz Silicon Valley Extension.

**Company Designations**

- CPUC Supplier Clearinghouse WBE MBE
- DGS SBMicro: 2024758
- CA Certified Small Business # 1608040
- CCR and ORCA EDWOSB Minority-Owned Hispanic American
- DUNS Number: 96795040
- CAGE Number: 6C4T6

**NAICS (some)**

- 611430 Management Developments and Training Consulting
- 541612 Human Resources Consulting Services
- 541618 Management Consulting
- 541990 All Other Professional, Scientific, and Technical Services
- 611710 Educational Consulting
- 611699 All Other Miscellaneous Schools and Instruction
- 711410 Representing Clients in Contract Negotiations

- **Negotiation Skills Building**—Regardless of the negotiation we face—from disputes in the office to business transactions—the lack of negotiation preparation can be a serious handicap. We help convert negotiations to an interest-based, collaborative process aimed at finding the best solution for everyone involved, rather than a battle amongst adversaries. We help negotiators get positive results by effective client preparation and the identification of win/win negotiation strategies.
- **Training**—Highly interactive, participant-focused and skill-based trainings, workshops, and educational modules in the areas of conflict resolution, cross-cultural communication, and negotiation are customized to your unique needs.

## Yvette Durazo, Founder, CEO and Principal Consultant MA, PCC

- 20+ years of working in the government/nonprofit/private sector.
- Author of the book: CONFLICT INTELLIGENCE QUOTIENT "CONFLICT-IQ™" The Missing Piece to Turbocharge Conscious Leaders' and Organizations' Emotional Intelligence .
- Master's Degree in Negotiation, Conflict Resolution, and Peacebuilding – California State University.
- Human Resource Management Certificate – University of California Santa Cruz, Silicon Valley Extension (2020).
- Project Management Certificate- San Diego Continuing Education.
- International Coach Federation—Associate Credential Coach (PCC ) since 2012.
- BA in Liberal Arts and Sciences, International Business — San Diego State University.
- Experience working with diversity and cultrate competent; fully bilingual (English/Spanish).
- Extensive teaching experience, domestic and international, online and in-person.
- Specialized in areas such as Human Resource, Project Management, Change Management Methods – Change Curve, ADKAR, SWOT, and so on.
- Curriculum and Instructional design; courses on Alternative Dispute Resolution, Mediation, Conflict Resolution, Facilitation, Ethics & Neutrality, Leadership Coaching, Restorative Practice, and so on.
- Expert in the field of Alternative Dispute Resolution, Mediation, Conflict Resolution, Ombudsperson, Bullying prevention, Diversity, Equity, Inclusion, and Belonging.



### Product Service Codes

U099 Other Education & Training Services  
 U001 Lectures for Training  
 U004 Scientific & Management Education  
 U008 Training & Curriculum Development  
 R408 Program Management/Support Services  
 R426 Communications Services  
 R497 Personal Services Contracts  
 R499 Other Professional Services  
 R608 Translation & Interpretation

Diversity, Equity & Inclusion, DEI, Alternative Dispute Resolution, Mediation, Crisis Management, Restorative Justice, Negotiation, Relationship Building, Communication Across Cultural Gaps, Fluent bilingual, Spanish/English Translation and Interpretation, Organizational Effectiveness, Human Capability Development, Communication Skills, Training, Facilitation, Resource Development, Proposal Writing and Administration, Change Management, Conflict Intelligence Quotient, Conflict-IQ, Productivity, Leadership, Coaching, Human Resources, Implicit Bias, Bullying Prevention, Abrasive Behavior, Communication Skills, Emotional Intelligence, Conflict Resolution, Conflict De-escalation, Organizational Culture, Organizational Environment, Organizational Climate

### Professional Experience & Affiliations

- University of California Santa Cruz- Instructor
- University of California Davis-Instructor
- Portland State University- Instructor
- National University- Instructor
- Superior Court of California, Alameda County
- National Conflict Resolution Center
- University of California, San Diego
- Project Management Institute
- Alameda County Bar Association
- International Coach Federation
- Association of Conflict Resolution
- San Diego Restorative Justice
- Society of Human Resources (SHRM)
- Association for Talent Development