
CARRIE FOSTER

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PROFESSIONAL SUMMARY

Accomplished federal employee with over 24 years of public service. A conflict resolution professional with success and delivered unbiased perspective to solving disputes. Accomplished in collecting supporting information, drafting and reporting comprehensive documentation and leading agreements to resolve complex problems. Driven to strictly follow applicable laws and ethical procedures for all cases. Strong analytical, communication, and teamwork skills with a proven ability to adapt quickly to new environments. Committed to team success and professional development. Brings a positive attitude and unwavering commitment to continuous learning and growth.

WORK HISTORY

Commissioner, 11/2018 - Current

Federal Mediation and Conciliation Services – Esko, MN

As a Mediator for Federal Mediation and Conciliation Service (FMCS) I am responsible for delivering mediation, leadership, and conflict management through a multitude of different services

- Mediating, labor disputes involving initial or subsequent collective bargaining agreements; preventing work stoppages; working with the parties to find an understanding of issues, concerns, and interests
- Resolving disputes , improving labor relationships, assisting leaders to build and understanding the workforce
- Providing dispute resolution training for government, public agencies, private companies and unions to includes workplace conflicts, regulatory compliance, regulatory negotiations, multi-party conflict with a difficult nature
- Conduct climate assessments, make referrals, provide training and leadership, coaching and facilitating discussions
- Provide training and/or facilitation in areas such as: change management on a large and small scale; communication through accountability, crucial conversations, influencing through leadership; workplace conflict solutions; diversity; problem solving techniques; interest-based problem solving; labor management relations; vision planning; collective bargaining; mediation beginner and advanced; federal negotiating skills; leadership skills
- Use mediation techniques to facilitate communication between disputants, to further parties' understanding of different perspectives and to guide parties toward mutual agreement.

- Train arbitrators and mediators on dispute resolution and negotiation strategies to boost productivity.
- Drive dispute resolutions using effective problem-solving and by guiding mutual understanding of opposing viewpoints.
- Research and analyze individual parties' positions to understand dispute background.
- Formulate focused and individualized resolutions aimed to peacefully settle disputes.
- Conduct interviews with disputants, witnesses and any additional relevant groups or individuals.
- Devise and implement dispute resolution processes for companies, enabling fast resolution of disputes.
- Maintain professional demeanor by staying calm when addressing unhappy or angry customers.
- Establish calm environment for dispute settlement, utilizing conflict resolution techniques to reach agreements to contentious issues.

Human Resources Manager/Institution Duty Officer, 08/2009 - 11/2018

4464 Ralston Drive – Duluth, MN

As the Human Resource Manager/Institution Duty Officer, I was responsible for the following: - Primary advisor to the Executive Staff/Supervisors for labor management relations and institution initial and emergency response responsibilities include:

- Cultivating/promoting/maintaining an effective and supportive relationship with the Union President/Union and 120 bargaining staff
- Provide knowledge and expertise in relation to personnel policies, practices and procedures
- Recruited, conducted interviews, completed security clearances
- Determined workforce projections; formulate and implement succession planning and strategic goals
- Organized and led staff orientation programs and training to promote collaboration
- Monitored and handled employee claims involving performance-based and harassment incidents.
- Maintained agency compliance with local, state, and federal laws, in addition to established organizational standards.
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.
- Used technologically relevant digital systems to manage payroll and benefits programs.
- Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Developed, planned and participated in tactical operations.
- Summoned internal and external law enforcement to detain persons found to be in violation of codes
- Identified contraband items and seized accordingly
- Maintained availability for on-call duty during emergency situations and activations.
- Inspected housing cells and directed teams completing in-depth searches for contraband or damage.
- Oversaw control center, monitoring inmates, visitors, and employees for signs of suspicious behavior.
- Supervised over 100 employees and performance of tasks and managed over 700 offenders.

- Supervised dining hall, outdoor recreation area, vocational shops, and inmate housing units.
- Coordinated responses to emergency situations arising in different prison locations.
- Set goals and priorities within facility and made modifications.

EDUCATION

Bachelor of Arts: Sociology - Criminal Justice Emphasis

University of Wisconsin, Superior - Superior, WI

SKILLS

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|------------------------|----------------------------|
| • Workforce planning | • Partnership development |
| • Government relations | • Trust building |
| • Mediation techniques | • Building rapport |
| • Crisis management | • Workplace safety |
| • Policy enforcement | • De-escalation techniques |
| • Team building | |

AFFILIATIONS

- United Way of Carlton and Pine County

CERTIFICATIONS

- Certified Civil and Family Court Mediator, Hamlin University - 2017
- Prosci (Change Management) Certified and Certified Training
- Vital Smarts Accountability and Crucial Conversation
- Leadership Coaching
- CPR Certified - 2024
- ICS: 100, 200, 700, 800

VOLUNTEER WORK

- Board of Director's Member for United Way of Carlton and Pine Counties - Current
- Board Member Mission North Cycling Club - 2017-2024
- Carlton County Restorative Justice Program - Community Volunteer - Current
- Cloquet/Esko/Carlton Cycling Club Coach - Current