

Ligia M. Velazquez

Mediator | Facilitator | Conflict Resolution Specialist

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Based in: Seattle, WA

SUMMARY

Experienced and trusted neutral with over 25 years in labor-management relations, including 15 years as a federal mediator with the Federal Mediation and Conciliation Service (FMCS). Skilled in collective bargaining mediation, grievance resolution, labor-management facilitation, and conflict coaching. Founder of Puente Solutions, an independent consulting practice dedicated to helping organizations navigate conflict, build trust, and improve relationships. Bilingual in English and Spanish with a strong track record across public, private, and federal sectors.

NEUTRAL ROLE

Mediator – Labor Relations and Workplace Disputes

- Successfully mediated over 1,000 labor-management disputes, including high-profile strikes, impasses, and complex contract negotiations.
- Specializes in developing trainings specific to the parties' needs, multi-party facilitation, and grievance mediation.
- Leads joint trainings and problem-solving interventions that promote effective communication and restore trust.
- Brings a culturally informed, emotionally intelligent approach to each case.

PROFESSIONAL EXPERIENCE

Founder & Principal, Puente Solutions

Conflict Resolution Consultant | Mediator | Facilitator | Trainer

January 2025 – Present

- Provide mediation and facilitation services to public sector clients, unions, and employers nationwide.
- Design and lead multi-day workshops aimed at rebuilding strained labor-management relationships.
- Deliver customized workplace training in negotiation, communication, and conflict resolution.

Commissioner / Mediator, Federal Mediation & Conciliation Service (FMCS)

Seattle, WA | May 2010 – December 2024

- Mediated collective bargaining and grievance disputes across diverse industries including healthcare, education, manufacturing, hospitality, and public safety.
- Facilitated interest-based bargaining processes and helped parties navigate crisis-level disputes.
- Mentored new mediators; received FMCS Director's Award in 2020 for outstanding contributions.

Earlier Experience in Labor Relations & Conflict Management

1998 – 2010

- Served as a contract negotiator for OPEIU Local 8, representing workers in healthcare and nonprofit sectors.
- Led initiatives to build support within the labor movement for people of color.
- Supported public and nonprofit organizations through workplace conflict resolution and labor-management collaboration.

PROFESSIONAL TRAINING, PRESENTATION, & RECOGNITION HIGHLIGHTS

- Completed FMCS's intensive year-long mediator training program, covering foundational and advanced skills in mediation, labor relations, and dispute resolution.
- Ongoing participant in continuing education focused on alternative dispute resolution models, including Transformative Mediation, Interest-Based Bargaining, and Intentional Bargaining.
- Received advanced FMCS mediator training in the use of artful questions, radical empathy, and managing high-conflict negotiations.
- Frequent presenter at national and regional conferences including the National Labor Management Conference, National LERA, and Northwest LERA.
- Designed, developed, and delivered Labor Management Collaboration trainings in Honduras, a national mediation training program adopted by labor mediators in Mexico and Guatemala. Presented at Universidad Javeriana in Bogotá, Colombia, on Industrial Relations and Dispute Resolution in the United States.
- Regular instructor at FMCS Institute for Conflict Management educating hundreds of clients annually, both nationally and internationally and class mentor for the FMCS Mediator Class of 2019.
- Honored with the FMCS Director's Award in 2020 for exceptional service and contributions to the agency.

FEE SCHEDULE

Puente Solutions – Mediation and Facilitation Rates

- Virtual: \$200/hour or \$1,500/full day
- In-Person: \$300/hour + travel expenses or \$2,300/full day + costs
- Rates may vary based on scope, complexity, and project duration.
- All services include strategic preparation and post-engagement follow-up as needed.

LANGUAGES

- English
- Spanish