

# RACHEL MILNER GILLERS

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## PROFESSIONAL SUMMARY

Conflict Resolution Practitioner with over seven years experience mediating, training and facilitating in public, non-profit, academic and private sectors. Extensive international work experience and travel.

## KEY ACCOMPLISHMENTS

- Designs and delivers negotiation and conflict management skills trainings in a variety of contexts.
- Develops and facilitates multi-stakeholder consensus building processes, including the Alliance for Water Stewardship's initiative to develop freshwater stewardship standards.
- Experience providing technical assistance and trainings for UN agencies, including UNDP, UNFPA, and WHO.
- Worked across sectors in Asia, Africa, Latin America, and Europe.

- 2009-present*      **Consensus Building Institute**      Cambridge, MA  
*Senior Associate*
- Facilitator and Trainer in CBI's international practice, with a focus on international development and environmental standards setting. Design and deliver customized training in negotiation, mediation and stakeholder engagement for senior leaders from public, non-profit, and private sector organizations. Facilitate meetings and assist with organizational and strategic planning. Experience in Asia, Africa, Latin America and the Middle East.
- 2007-2009*      **Insight Partners**      Boston, MA  
*Analyst*
- Developed negotiation and communication training materials for a range of corporate clients including Deutsche Bank, Merrill Lynch, and the MathWorks. Served as program manager and trainer/facilitator for Insight Partners' non-profit entity, Insight Collaborative. Created a mediator training manual for the Cambodian Ministry of Justice in partnership with UNDP, and conducted a corresponding train-the-trainer in Phnom Penh to help improve access to justice in rural provinces.
- 2004-2009*      **Harvard Mediation Program (HMP) and Harvard Negotiation Institute**      Cambridge, MA  
*Trainer, HMP; Facilitator, Harvard Negotiation Institute*
- Trained law students and community mediators; developed and directed trainings for the Harvard Divinity School. Topics ranged from practical skills to theoretical concepts such as mediation ethics. Served as facilitator for Harvard Negotiation Institute's *Advanced Negotiation: Difficult Conversations*. Helped participants work through interpersonal barriers to effective professional negotiations.
- Summer 2006*      **U.S. Department of State, U.S. Embassy Tunis**      Tunis, Tunisia  
*State Department Intern*
- Created internet-based public diplomacy tools for the Middle East Partnership Initiative (MEPI) Regional Office; met with local MEPI grant recipients. Researched impact of Tunisian foreign currency laws on travel to the U.S.; designed study to track improper visa use.

- 2004-2005      **Global Negotiation Project, Harvard Law School**      Cambridge, MA  
*Research Assistant*
- Co-authored a feasibility report that led to the development of the Abraham Path, a multi-million dollar Middle East interfaith peace walk and conflict transformation program. Selected chapters of the report include: historical and theological relationships between the Abrahamic faiths; political and cultural barriers to travel along the route; and a database of worldwide efforts to bridge conflict between Christians, Muslims, and Jews.

- 2002-2003      **Program on International Conflict Analysis and Resolution (PICAR)**      Cambridge, MA  
**Harvard University**  
*Program Coordinator*
- Supported research by PICAR founder Herbert C. Kelman and Deputy Director Donna Hicks and practice of Kelman's Interactive Problem Solving approach to international conflict. PICAR conducted inter-ethnic conflict resolution efforts worldwide with a focus on Israeli-Palestinian dialogue. Coordinated PICAR Seminar on International Conflict Analysis and Resolution and the Harvard Middle East Seminar.

## EDUCATION

- Harvard Divinity School**      Cambridge, MA
- Master of Theological Studies, March 2007. Concentration: World Religions.
  - Teaching Assistant for negotiation courses at Harvard Law School and the Kennedy School of Government.
- The Fletcher School of Law and Diplomacy, Tufts University**      Medford, MA
- Master of Arts in Law and Diplomacy, May 2006. Concentrations: International Negotiation and Conflict Resolution, Middle East and Islamic Civilization.
- Stern College for Women, Yeshiva University**      New York, NY
- Bachelor of Art, May 1998, magna cum laude. Concentrations: English, Music.

## SELECTED PROJECTS

### Consensus Building, Facilitation and Stakeholder Engagement

**National Sustainable Agriculture Coalition (NSAC) Farm Bill Summit**, January 2011. Helped a diverse group of member and non-member organizations to envision collaboration opportunities, more unified policy platforms, and more effective messaging strategies in preparation for the next Farm Bill.

**Inter-American Development Bank (IDB)**, October 2010. Assisted with materials development and facilitation for the orientation and strategic planning meeting of IDB's inaugural Independent Consultation and Investigation Mechanism.

**U.S. Department of the Interior (DOI) Office of the Assistant Secretary for Land and Minerals Management**, October 2010. Co-facilitated strategic planning efforts by DOI's Office of the Assistant Secretary for Land and Minerals Management to improve communication with affiliated bureaus, non-governmental stakeholders, and internal divisions.

**Alliance for Water Stewardship (AWS) Water Roundtable**, November 2009-June 2010. Assisted with multi-stakeholder process design for the development of international water stewardship standards. Co-facilitated effort to bring together water authorities, companies, local communities and environmentalists worldwide to establish a voluntary certification program for water managers and users.

**Worldwide Fund for Nature Global Forest and Trade Network (WWF GFTN)**, January 2010. Member of the facilitation team for GFTN's initiative to consider how finance institutions (FIs) can leverage responsible forest management and trade. Assessed WWF and FI stakeholder priorities and co-facilitated strategy sessions at the London meeting.

## **Organizational Training and Capacity Building**

**World Health Organization (WHO)**, June 2010-present. Co-trainer for global WHO negotiation and strategic communication capacity building initiative in partnership with the Bridgeway Group. Workshops focus on improving external negotiations with governments, UN agencies, civil society, and other partners, as well as on managing internal conflict within WHO. Developed online and face-to-face training materials with particular attention to public-private partnerships. Workshops conducted in Brazzaville (June 2010) and Manila (November 2010), and other locations worldwide.

**United Nations Population Fund (UNFPA) UN Reform Workshops**, March 2010-present. Working in collaboration with counterparts from UNFPA, delivered training components of UNFPA workshops on UN Reform. Workshops involved UNFPA country representatives and senior staff from country offices in Africa, Asia, Latin America and the Caribbean. Workshops delivered in Bangkok (March 2010), Johannesburg, (March 2010), and Panama (April 2010). Workshops provided training in negotiation, consensus-building and strategic priority-setting, and opportunity for facilitated dialogue and peer-to-peer exchange on issues related to UN Reform.

**Taylor Nelson Sofres (TNS)**, December 2010-February 2011. Designed a multi-stage, multi-party case exercise to simulate commercial negotiations at a global market research firm. Case stages focused on strategic preparation, internal negotiation challenges, and managing principal-agent tensions while dealing with difficult procurement tactics.

**United Nations System Staff College (UNSSC)**, November 2010. Co-facilitated training program for heads of UN development agencies. Training integrates strategic priority setting, negotiation and consensus building in politically significant contexts. Workshop delivered at UNSSC in Turin, Italy.

**Procter & Gamble (P&G)**, September 2010. Authored a two-stage negotiation between representatives from a global manufacturing firm and a regional pharmacy chain. The case demonstrates that communication and problem solving efforts are more efficient when the parties start with 1) well-defined and jointly understood goals and commitments, and 2) clearly specified data sources and methods of measurement for tracking performance.

**Aboriginal Resource Consultants (ARC) Negotiation Training for New Brunswick First Nations, Government, and Industry**, May 2010. Co-developed negotiation training program for First Nations chiefs and staff, provincial and federal government officials, and private sector stakeholders. Workshop facilitated cross-sector relationship building and skills development in the context of land and development disputes.

**Management Sciences for Health (MSH)**, November 2009. Helped MSH develop strategies for negotiating with potential RFP partners. MSH, a non-profit international health organization, uses a collaborative approach to improve management systems, promote access to services, and influence public policy.

**United Nations Development Programme (UNDP) Cambodia**, August 2009. Project manager for the development of a mediation training program for use in rural areas across Cambodia. Designed and co-authored a mediation training manual, and delivered a train-the-trainer workshop in Phnom Penh for UNDP staff and government counterparts from the Cambodian Ministries of Justice and the Interior.

**Deutsche Bank AG**, December 2007-May 2009. Developed customized negotiation and effective communication training materials for senior and mid-level management across a variety of departments, including Global Markets, Asset Management, and Group Technology & Operations.