

Benton Scott Fundling

Paragon Resolution Group

3900 Main St. #1337

Rowlett, TX. 75088,

Work- [REDACTED]

Summary

- Retired Law Enforcement Officer with 30 years of collaborating with the community. I Have over 20 years as a Hostage/Crisis Negotiator with experience in conflict resolution, crisis intervention and mediation.

Objective

- To use mediation to facilitate communication between parties, to further their understanding of each other's perspectives, and to guide these parties toward an agreement that will satisfy their needs and interests.

Education

- 2005 Bachelor of Science Criminal Justice Administration
Columbia Southern University, Orange, Alabama

Training

- Over 1,500 hours of Law Enforcement Negotiation training, De-escalation techniques training and Crisis Intervention Training. Also, an instructor in these fields (1997-present).
- Basic Mediation Training Dispute Resolution Services of North Texas, Fort Worth, TX., March 2017.
- Family Mediation Training, Dispute Resolution Services of North Texas, Fort Worth, TX., April 2017.
- Returned as a facilitator for new mediator training at Dispute Resolution Services of North Texas (2019).
- Family Mediation Update and Agreement Writing training.
- Texas Association of Mediators Annual Conference (2018)
- Texas Association of Hostage Negotiators Annual Conference (1997-2019)

Skills & Abilities

- Ability to develop creative solutions in stressful situations
- Use of active listening skills to effectively communicate to parties involved
- Mentoring and developing others
- Flexible mediation style
- Able to follow appropriate confidentiality procedures
- Completing agreements in accordance with laws

Experience

MARCH 2017-PRESENT **MEDIATOR/OWNER- PARAGON RESOLUTION GROUP, ROWLETT, TX**

- Volunteer mediator for Dispute Resolution Services of North Texas, Fort Worth, TX.
- Over an 80% settlement rate including child custody and support, breach of contract, delinquent credit card accounts, contract disputes, landlord/tenant disputes.
- Providing mediation training and conflict resolution training
- Training Law Enforcement Officers in the use of De-escalation Techniques and Hostage/Crisis Negotiations.

JANUARY 1992-NOVEMBER 2017 (RETIRED) **POLICE OFFICER- ROWLETT, TX. POLICE DEPARTMENT**

- Patrol Officer- Responding to calls for service, including domestic violence and civil disputes.
- Testifying in City and State Courts
- Crisis/Hostage Negotiator
- Lead Negotiator for Rowlett Police Department 1997-2017.
- State certified instructor- De-escalation techniques, Ethics in Law Enforcement, Crisis Negotiations, Crisis Intervention Training.
- Trained in Critical Incident Stress Management, served as a Peer Counselor and a Mental Health Peace Officer.

Publications and Presentations

- Texas Tactical Officers *Command Magazine* for “**Future of Hostage Negotiations**” Summer 2012 edition
- Cross Cultural Negotiations. January 2012. Annual Texas State Negotiators Conference and Competition. Texas State University San Marcos, TX.
- De-Escalation Techniques. March 2018. Aledo Independent School District, Aledo, TX.
- Crisis Intervention Training. June 2019. Denton, TX
- Crisis Negotiation Training. July 2019. Greenville Police Department, Greenville, TX

Memberships

- Section of Dispute Resolution-American Bar Association
- Association for Conflict Resolution
- Texas Association of Mediators
- Board Member of the Texas Association of Hostage Negotiators
- Rotary Club of Rowlett