Carol Barkes

Mediator and Facilitator · FEMA Alternative Dispute Resolution Advisor · Founder, IACRM

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> *I spent the first half of my life running into fires. I spent the second half pulling people out of them.*

Carol Barkes helps leaders and communities reach agreement when the stakes are high and the history is long. Her more than 14,000 mediated cases range from evictions to global peacebuilding, with a resolution rate above 95 percent, and every public entity she has assisted has reached resolution. Her work rests on a single idea: to resolve conflict, we must understand what the brain is doing during conflict, not just what people are saying.

PUBLIC SECTOR MEDIATION AND FACILITATION

Public Entity Mediation and Facilitation | City, County, State, and Federal Agencies — Ongoing

- Mediates and facilitates disputes for Idaho cities, counties, public health district boards, and state and federal agencies, working with mayors, councils, and agency leaders from intake through written agreements
- Every public entity matter has reached resolution, including disputes already in litigation; trains agency teams such as Ada County Highway District staff

Eviction Mediation Program | Blaine County Housing Authority — Ongoing

- Leads the housing authority's eviction mediation program, resolving tenant and landlord disputes before court

Mediation Services Director | Idaho Fourth District Court — 2014 – 2020

- Directed Idaho's largest district court mediation program and raised resolution rates from 58.5 to 85.5 percent across more than 65 mediators

Alternative Dispute Resolution Advisor | U.S. Department of Homeland Security / FEMA — 2020 – Present

- Deployed to federal disaster sites nationwide, training response teams to manage disputes in high stakes recovery

MEDIATION AND LEADERSHIP EXPERIENCE

Mediator, Facilitator, and Consultant | NeuroMediation Group LLC — 2009 – Present

- Mediates business, healthcare, family, and civil disputes and advises attorneys, executives, and elected officials on process design

Founder and Director | Institute of Applied Conflict Resolution and Mediation — 2024 – Present

- Created the Barkes NeuroMediation Method™ and the Certified Barkes NeuroMediator™ program, which trains other mediators

TEACHING

Faculty Lecturer, Negotiation and Dispute Resolution | University of Idaho College of Law — 2022 – 2023

Adjunct Lecturer | Boise State University — 2015 – Present

- Golden Apple Award recipient; teaches credit courses and the PaCE professional development program

Lecturer | College of Southern Idaho 2019 – Present

EDUCATION

- MSc, Applied Neuroscience, King's College London, expected 2027
- Certificate, Neuroscience and Leadership, MIT Sloan School of Management, 2022
- MBA, Conflict Management and Negotiation, Jones International University, 2013, summa cum laude
- BA, Global Leadership and Influence, Jones International University, 2012, summa cum laude
- AA, Fire Science, Mission College, 1992; first female firefighter, City of Redwood City, California

KEYNOTE SPEAKING AND TEDX

- Keynote speaker for audiences including Micron, HP, Amazon, the U.S. Air Force, and SHRM
- United Nations, Palais des Nations, Geneva, May 21, 2026; United Nations, New York, 2018
- Two TEDx talks with more than 3 million combined views; named a Los Angeles Magazine Editor's Pick among 30 TEDx talks of the century

SERVICE AND AFFILIATIONS

- Council member, United Nations Global Entrepreneurial Initiative
- Committee member, United Nations Global Climate Change Project, and MBBI UN Private Sector Partnerships for Peacebuilding Project
- Board member, Raising Great Fathers; member, Idaho Mediation Association, ABA, AFCC, APFM, and IACP

PUBLICATIONS

- Getting the Most Out of IRFLP Rule 604 Judicial Settlement Conference, Idaho State Bar, The Advocate, Vol. 69, No. 3/4, March/April 2026
- From Stress to Success: Neuroscience Informed Training for Cyber Security First Responders, Cyber Security: A Peer Reviewed Journal, Vol. 7, No. 1, October 2023
- Helping Family Law Clients Through Conflict: Neuroscience and ADR Tools, Idaho State Bar, The Advocate, Vol. 66, No. 1, January 2023
- All three articles co-authored with Colby Jones, JD, LLM
- Contributing author, Brave and Brilliant (2024) and Success Breakthroughs with Jack Canfield (2018), both bestsellers

RECOGNITION AND MEDIA

- Media ambassador on NBC, CBS, and ABC; named by Fox News as America's leading neuroscience based conflict resolution expert
- Featured in Forbes, CNN, NPR, PBS, Fast Company, the Wall Street Journal, and USA Today
- Idaho Women of the Year, 2022 and 2019; Global Award for Mediation Service of the Year, Corporate Live Wire, 2023/2024