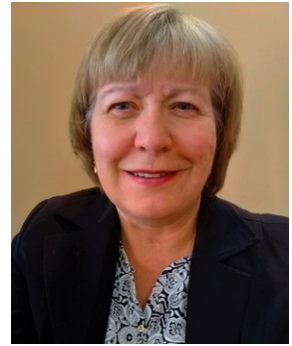


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Janice Kelner is a practitioner and instructor in collaborative dispute resolution. A lawyer by training, she has worked extensively as both an energy mediator and a court mediator, mediating hundreds of cases ranging from small claims matters to large multi-party oil and gas disputes. She has been an instructor and skills coach in conflict management programs at the University of Calgary and SAIT (administered by the Alberta Arbitration and Mediation Society / ADRIA and the Justice Institute of British Columbia), as well as in AER's internal staff training program. She has also served as a hearing officer with the Residential Tenancies Dispute Resolution Service of Alberta, where she presided over landlord-tenant cases.

With nearly 20 years of experience as corporate counsel and as a senior marketing manager and consultant in the energy industry, Janice has a sound knowledge of oil and gas operations and a wide range of industry-related business issues. She has been on the AER's third-party mediation roster since inception of the alternative dispute resolution program in 2000, mediating both company-to-company and company-landowner cases. She has helped participants successfully resolve a variety of disputes ranging from pipeline access and tariff issues through community objections to facilities applications. She has also been an AER service provider, responsible for organizing and facilitating complex multi-party mediations and retaining specialized mediation and professional services, as required by the parties and the nature of the dispute.

Janice's other major interest is board governance. She works with boards of directors to help them improve their governance practices and oversee their organizations more effectively. She has served as a governance instructor in the Board Development Program of Alberta Culture and Tourism, and completed more advanced governance training with the Canadian Board Diversity Council and the international Family Firm Institute. She is a former Director of the PricewaterhouseCoopers Centre for Entrepreneurs and Family Business, where she served as a facilitator and governance advisor to private companies and multi-generational family businesses. She also assists not-for-profit organizations to improve their governance practices and performance. Janice's work with boards of directors and senior levels of management is invaluable in managing high-level company-to-company disputes.

Janice's broad range of skills, education, and work experience give her unique insight into complex or difficult cases. Her practical approach helps parties frame the issues accurately and stay focused on what is most important to each of them. Her ultimate goal is to empower the participants to develop mutually-agreed solutions that meet the needs of all parties as fully as possible, and build a deeper understanding that may not only help resolve conflict, but can even lead participants to discover new opportunities for collaboration.