

INFO

DBA of Zena Consulting, LLC
Established in 2008
DBE / Woman-owned
WA OMWBE #W2F0023839

NAICS

Mediation **624190**
Training & Development **611430**
Management Consulting **641613**
Marketing Research **541910**

UNIQUE SKILLS

Coaching for real-life scenarios
Metrics to measure soft skills
Customized solutions for women
Cross-cultural communication tools

METHODOLOGY

Facilitative Mediation
Cultural Detective
Community Adaptive Leadership

CONTACT

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Founder & Owner
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EXLMEDIATION.COM



SERVICES

Mediation | Training | Facilitation

ABOUT

We help front-line employees respectfully and safely serve an increasingly frustrated, angry, and hostile public, during COVID-19 and beyond.

Owner Lee Mozena and associates, provide tools that help staff manage workplace stress, set clear boundaries, redirect difficult or threatening customers, and build strong teams.

EXL Mediation is a DBA of Zena Consulting, LLC, an OMWBE-certified DBE. Since 2008, we've provided culturally-inclusive communication solutions to Northwest organizations, and now apply our proven best practices to pandemic challenges.

"Lee Mozena is an equity-focused leader who brings out the best in people. As a trainer and facilitator, she's patient and diplomatic."

Regina Glenn, CEO, Pacific Communication Consultants

BENEFITS

- Increased COVID cooperation and compliance
- Reduced harassing, bullying, and abusive behavior
- Improved staff self-care, team cohesion, and productivity
- Decreased safety risks, liability, and employee turnover

PAST PERFORMANCE

Zena Consulting clients include: the departments of *Enterprise Services, HHS, and DOT, King County, Sound Transit*, and the cities of *Seattle, Redmond, and Shoreline*; in addition to many private sector clients. See a full list at: www.exlmediation.com.

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