ABOUT THE AUTHOR

Susan S. Raines has a PhD in public policy from Indiana University, 2002; an MA in political science from the University of Idaho, 1995; and a BA in government from California State University, Sacramento, 1992. She is a professor of conflict management at Kennesaw State University in Georgia and the editor-in-chief of *Conflict Resolution Quarterly*. She mediates employment disputes, designs conflict management systems for government and corporate organizations, and provides training within the United States and abroad. She frequently facilitates public meetings and decision-making processes for various US government agencies including the Army Corps of Engineers.