

Phyllis Steinberg-Zauss

Adjunct Lecturer Dept. of Children Youth and Families at USC Suzanne Dworak-Peck School of Social Work

Los Angeles, CA, US

Ms. Steinberg-Zauss is an expert in mediation and conflict resolution in schools.

Biography

Phyllis Steinberg-Zauss has been part of the adjunct faculty for the past four years. Previously, she was an adjunct faculty member at Antioch University, where she developed and taught a course on multicultural group facilitation skills.

For more than two decades, she has worked as a mediator, mainly in educational settings. She served as director of school mediation programs for the Los Angeles County Bar Association's Dispute Resolution Services. She then opened a full-time consulting practice specializing in mediation and conflict resolution in schools. She trained thousands of teachers, students, administrators and parents on how to be mediators. She also developed curricula and designed mediation programs for elementary, middle and high schools throughout Southern California.

Steinberg-Zauss also contracted with the Special Education Hearing Office, which was operated by McGeorge School of Law's Institute for Administrative Justice. She mediated hundreds of disputes between parents of children with special needs and school districts throughout California. In addition to schools, her clients have included nonprofit organizations, government entities and corporations. She also has worked internationally in Tel Aviv, Israel.

She has sat on the board of the Southern California Mediation Association and was named Peacemaker of the Year. She can be seen in the educational video productions "Preventing Violence: Peer Mediation," by Lee Cantor and Associates, and "Conflict Resolution for Staff Development," by Sunburst. She has completed her first book, *Resolving Conflict: An Elementary Approach to Peacemaking*.

She received her bachelor's degree in sociology from the University of California, Los Angeles, and her master's degree in social work from Columbia University.

Industry Expertise

Social Services, Education/Learning, Research

Areas of Expertise

Conflict resolution in schools, Mediation

Education

Columbia University
MSW

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