



KAYLA MACK

www.mackmediation.com — 765.206.4565 — kayla@mackmediation.com

Denver, Colorado — Las Vegas, Nevada — Springfield, Illinois

Kayla Mack is an ADR professional dedicated to delivering exceptional labor, employment and commercial mediation, facilitation, and consulting services, across sectors and industries. With over fifteen years of experience in advocacy, negotiation, dispute resolution, and execution strategy, complemented by a strong foundation in organizational development, change management, and conflict systems design, Kayla helps individuals and institutions navigate complex conflicts, implement durable solutions, and build capacity for long-term collaboration in even the most dynamic and demanding environments.

Whether she is navigating the complexities of high-stakes, multi-party litigation, mediating contentious and consequential contract negotiations, or orchestrating thoughtful and effective deliberations in integrated settings, Kayla's approach reflects a powerful balance of grace and resolve. She leads with grace – bringing passion, patience, and authenticity to each engagement. Her ability to meet clients exactly where they are creates space for honest dialogue and meaningful process. She delivers with resolve – remaining focused, resilient, and committed to success. Her calm, strategic style helps clients cut through complexity and move forward with clarity.

With a deep commitment to impactful engagement and tailored processes, Kayla empowers clients to structure their ideas, communicate with intention, foster transparency, make informed decisions, and develop agreements and outcomes that are both transformational and sustainable. Her presence earns trust, her methodology delivers value, and her track record speaks for itself.

Industries and Sectors Served

Agriculture	Labor Unions
Aviation	Law Enforcement & Corrections
Bakeries	Manufacturing
Clerical & Office	Mass Transit
City & County Government	Media & Entertainment
Custodial & Maintenance	Mental Health
Dispatching	Military
Distribution	Newspapers
Employee Associations	Nonprofits
Energy	Operators
Event & Hospitality	Police
Federal Government	Power Generation
Fire	Public Works
Food Processing	Regulatory & Rulemaking Committees
Freight & Passenger Rail	Road Maintenance
Grocery	Shipping & Delivery
Healthcare	State Government
Higher Education	Utilities
K-12 Education	Warehousing

Affiliations and Rosters

- Labor Relations Connection – Rostered Mediator
- Impact Associates – Associate Practitioner
- National Association of Certified Mediators – Certified Member
- Association for Conflict Resolution – Professional Member
- Rocky Mountain Labor & Employment Relations Association – Board Member
- Federal Mediation & Conciliation Service – Commissioned Mediator (2017-2025)



PROFESSIONAL EXPERIENCE

KAYLA MACK LLC

Facilitator, Mediator & Consultant

Denver, Colorado

2025 - Present

- ❖ **Mediation:** Resolves workplace, commercial, and employment disputes with confidence—without going to court. I offer a neutral, private process that helps people navigate conflict with clarity, fairness, and practical solutions that last. With deep experience in complex, multi-party cases and sensitive topics, I bring a steady hand, a calm presence, and a results-driven mindset to every mediation. My work spans corporate, nonprofit, unionized, and government settings.
- ❖ **Facilitation:** Whether tackling tough negotiations, committee decisions, or stakeholder conversations, I help people communicate better and move forward—together. My facilitation services support strategy sessions, labor-management collaborations, public-private initiatives, and more. I specialize in guiding groups through high-stakes, emotionally charged, or uncertain environments, ensuring everyone is heard and goals stay on track.
- ❖ **Collaborative & Strategic Advising:** Proactive conflict prevention starts with strong systems. I partner with legal affairs and governance teams, cross-functional leadership and staff, and internal and external constituents and stakeholders to design healthier communication cultures, reduce legal and reputational risk, and build alignment around shared goals. My strategic guidance is rooted in years of experience helping organizations grow through complexity, not avoid it.
- ❖ **Stakeholder Assessment & Process Design:** Big decisions need thoughtful design. I evaluate the interpersonal, organizational, and political dynamics that can either support or derail progress—whether you're addressing conflict or launching a new initiative. From identifying key players to crafting transparent, inclusive processes, I help you build the conditions for success, especially when the stakes are high.
- ❖ **Training & Capacity Building:** Invest in skills that matter. I deliver hands-on training in communication, negotiation, and conflict resolution—designed for the real challenges your teams face. Virtual or in-person, each session is tailored to your people and your mission, empowering individuals and leaders to handle complex interpersonal dynamics and challenging engagements with clarity, confidence, and skill.

FEDERAL MEDIATION & CONCILIATION SERVICE

Strategy Coordinator & Mediator, Office of National Projects

Remote Position for Washington DC

2022 - 2025

- ❖ Convened, facilitated, and mediated large-scale, high-stakes, multi-party communication and negotiation processes for public policy negotiations, private and public sector contract negotiations, federal sector negotiated rulemaking, litigation disputes, labor and employment matters across sectors and industries, and other unique and complex projects
- ❖ Conducted research and dynamic, multi-faceted assessments as groundwork for the design, development, and delivery of innovative, tailored programs for effectively organizing parties to discuss, deliberate, and problem-solve
- ❖ Supported major initiatives and manages projects nationwide for both internal and external clients across all service areas (consultation, facilitation, organizational effectiveness, skills-building and relationship-development training programs, mediation), including the organization and communication of complex information and the creation and execution of effective outreach and education strategies to identify new clients and advance the Agency's reputation, portfolio, and caliber of programming

Portfolio of Clients include, but not limited to:

*Department of Defense
State of Colorado
Lamb Weston
Union Pacific
Bimbo Bakeries
US Postal Service
Breakthru Beverage
The GEO Group*

*JBS Foods
Aramark
Xcel Energy
Amtrak
USPS
ATU
Teamsters
BNSF*

*Federal Aviation Administration
Kaiser Permanente
Department of Veterans Affairs
Equal Employment Opportunity Commission
Department of Education
Denver Public Schools
Metropolitan State University
ISS Property Services*



Portfolio of Projects include, but not limited to:

Federal Aviation Administration – Civil Aviation Noise Policy Review
Department of the Interior, Bureau of Indian Affairs – PROGRESS Act Negotiated Rulemaking
Department of Education – Affordability & Student Loans Negotiated Rulemaking
State of Colorado & Multiple Stakeholder Parties – House Bill 20-1153
Surface Transportation Board – Metra & Amtrak at Chicago Union Station
Colorado Education Association & Denver Public Schools – Public Teachers Strike (now a Case Study for the Harvard Kennedy School)

Commissioner, Northwest Regional Office

Denver, Colorado

2017 - 2022

- ❖ Provided high-quality, current conflict resolution programs and services for labor and employment matters across sectors, industries, and geography for private, non-profit, public, and federal government clients, parties, and stakeholders
- ❖ Serviced Federal Sector clients mediating EEO, ULP, Grievance, Workplace Dispute, and other procedural, contractual, and litigation matters
- ❖ Designed, developed, and delivered new and effective programs across the country, both in-person and virtually, that included mediation, facilitation, dispute systems and process design, relationship development, training, problem-solving, and decision-making
- ❖ Utilized a variety of technology platforms, software and internet-based technologies to effectively and creatively support collaboration, professional development, and enhanced service delivery

AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES

National Representative (Attorney)

Chicago, Illinois & Denver, Colorado

2010 - 2017

- ❖ Represented federal employees, across the country, in a variety of labor and employment matters; contract negotiations, disputes, filings and appeals before the Federal Labor Relations Authority, Merit Systems Protection Board, Equal Employment Opportunity Commission, Office of Personnel Management, Office of Special Counsel, and Department of Labor
- ❖ Negotiated, administered, and enforced collective bargaining agreements with multiple federal agencies including DOD, DOL, DOE, DVA, EPA, HUD, and USDA
- ❖ Designed, developed, and delivered training programs for regional and local union representatives on a variety of topics including federal sector labor law, processes for conflict resolution and decision-making, leadership, negotiation, and contract administration

EDUCATION

South Texas College of Law

Houston, Texas

Juris Doctor (2009)

Graduated Cum Laude / Ranked #9 in Class / Langdell Scholar Program

University of Wisconsin

Madison, Wisconsin

Bachelor of Arts, Political Science and Sociology (2005)

Graduated with Distinction / Ranked Top 15% / Dean's Honor List



FEE STRUCTURE

Offices in Denver, Colorado, Las Vegas, Nevada, and Springfield, Illinois

Standard Hourly Rate

- \$200 per hour
- Applies to all services, unless otherwise specified.

Virtual Sessions

- Sessions are booked in 2-hour blocks at \$400 per block (\$200/hour).
- Multiple blocks may be reserved as needed.
- Additional time beyond scheduled blocks is billed in 30-minute increments at the standard rate.
- A flexible and efficient format for preliminary discussions, interim check-ins, or lower-complexity matters that do not require in-person participation.

In-Person Sessions

- Half-Day (up to 4 hours): \$800
- Full-Day (up to 8 hours): \$1,600
- Additional Time: Billed at \$200/hour beyond the reserved time block
- In-person sessions are scheduled in half-day or full-day increments to ensure appropriate time for direct engagement, guided process, and meaningful outcomes. Any time exceeding the reserved duration will be billed at the standard hourly rate.
- This format is ideal for more complex matters, multi-party engagements, or when face-to-face interaction enhances the effectiveness of the process.

Preparation & Planning

Time spent reviewing documents, preparing session materials, coordinating logistics, or consulting with parties prior to sessions is billed at the standard hourly rate. Estimated preparation time will be communicated in advance.

Custom Arrangements

In the event a matter involves multiple parties or presents significant complexity, the standard fee structure may be subject to adjustment. Any modifications to fees will be communicated and mutually agreed upon before services are rendered.

Travel & Expenses for sessions outside the Denver, Las Vegas, and Springfield metro areas:

- Travel Time: Billed at \$200/hour
- Reimbursable Expenses: Airfare, lodging, ground transportation, mileage, parking, and reasonable incidentals.

Cancellations & Rescheduling

- Cancellations or rescheduling made fewer than 15 days before a scheduled session will incur a fee equal to 50% of the reserved time, plus reimbursement for any nonrefundable travel expenses already incurred.
- Cancellations or rescheduling made fewer than 48 hours before the session will incur a fee equal to 100% of the reserved time, plus nonrefundable travel expenses.
- Exceptions may be made for emergencies or unavoidable circumstances at the sole discretion of the service-provider. Every effort will be made to reschedule in good faith.

Payment Terms

- Invoices will be issued following the delivery of services or in accordance with the terms of any written engagement agreement. Payment is due within 14 calendar days of the invoice date, unless otherwise agreed in writing.
- Late payments may be subject to a 5% monthly finance charge, applied to the outstanding balance.