



## Michael Cramer

MA Political Sciences and Sociology, Mediator and Trainer (BM), Supervisor (DGSv), Coach (DGSv)

### Contact

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### What moves me?

Supporting people in finding new ways to be able to concentrate on what is important to them.

### Some facts about me

Working languages	German & English
since 2000	Trainer for communication issues, teamwork and leadership topics
2004 - 2005	Mediation training in the Mediationsbüro Mitte Berlin
since 2005	Co-founder and partner of klären & lösen – Mediation and Communication
since 2009	Trainer for mediation BM®
2014 – 2016	Training in supervision, coaching and organizational development at step-Beratung
since 2016	Supervisor and coach DGSv

### What I do and my experiences as...

#### Mediator

- mediation in organizations (e.g. public administration, small and medium-sized enterprises, universities, research institutes, social institutions)
- dealing of team conflicts
- part of the mediator pool of a university
- ombudsperson for conflicts of a medium-sized IT company
- mediation for private individuals (separation & divorce, relationship clarification, family conflicts)

#### Coach

- coaching of executives from different industries
- conflict coaching for individual support in conflicts

#### Supervisor

- supervision of teams from the social sector
- individual supervision of managers

**Organizational Consultant**

- Support and consulting in structural change processes of organizations

**Trainer**

- Mediation and negotiation training abroad (Pakistan, India, Georgia)
- Trainings on constructive communication, conflict management, leadership tasks, teamwork, etc.

**Team Developer**

- Strengthening collaboration for teams from different industries

**Trainer for mediation**

- Organization and implementation of in-house mediation trainings since 2009 with a total of more than 300 participants
- Management and implementation of mediation trainings for other organizations (Zentralverband des deutschen Handwerks, Erkenne neue Wege, etc.)
- Continuing training for internal mediators of the German Foreign Office

**A selection of my customers**

- Mbition
- German Foreign Office
- Bayer AG
- Evangelisches Jugend- und Fürsorgewerk
- Universität der Künste Berlin
- Bezirksamt Treptow-Köpenick von Berlin
- Gascade Gastransporte GmbH
- Stiftung Preußischen Kulturbesitz
- Reiner-Lemoine-Institut
- Stiftung Erinnerung-Verantwortung-Zukunft

**klären & lösen – Agentur für Mediation und Kommunikation**

Since 2005 we have been advising and supporting companies, organizations and private individuals with mediation, coaching, supervision, conflict coaching, team development and organizational development.

As a training institute, we have been offering mediation training in Berlin and Cologne as well as advanced training and supervision for mediators for many years.

Our focus is on the needs of our clients, so that you can concentrate on your goals.

You can find out more about us and our work on our homepage at [www.klaeren-und-loesen.de](http://www.klaeren-und-loesen.de).

