

# Ketty Luzincourt

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## Work areas:

Conducting mediation, conciliation and arbitration meetings. Training and research in conflict resolution, peace building youth leadership and education, organizational development, workgroup facilitation. Project designing and monitoring.

## WORK EXPERIENCE

### **Office of the Compliance Advisor/Ombudsman (CAO), World Bank, June 2010-present Mediator**

- Conduct an assessment of the issues through preliminary discussions with the complainants and client (project sponsor and staff), as well as, civil society, and other stakeholders in garment and services sector
- Design a flexible, collaborative process aimed at seeking joint solutions to the issues raised in the complaint through mediation or assisted dialogue.

### **International Center for Settlement in Investment Dispute (ICSID) July 2018-present Conciliator**

- Appointed by the Government of the Republic of Haiti to ICSID.

### **Chambre de Conciliation Et d'Arbitrage d'Haïti (CCAH) - November 2008-present Arbitrator, Mediator (Member of the panel of arbitrators and mediators)**

- Conduct first meeting with parties to outline arbitration and mediation process. Identify the main issues and explore the possibility of settlement. Analyze evidence and apply relevant law, regulations and policies.
- Design training materials and facilitate seminar in mediation for law school students

### **Consultant, Training Facilitator – Port-au-Prince, Haïti, March 2007 to February 2020**

- Coordinate and facilitate dialogue.
- Design customized workshops, seminars and develop teaching materials in conflict resolution and peacebuilding nationwide, for mid-career professionals, local development organizations (civil society and local authorities) lawyers, judges, union members, university students, for organizations such as Chemonics: Access to Justice, Organization of American States, CECI, Caritas Suisse, Helvetas, Haitian Education Leadership Program (HELP), Faculté de Droit et des Sciences Economiques, Université d'Etat, Faculté de Médecine, Université Quisqueya, Lawyers without Borders Canada, Concern Worldwide, Corporate Housing Foundation (CHF/Kata USAID), United Nations Organization for Food and Agriculture (FAO) United States Institute of Peace (USIP), OXFAM (Canada and Great Britain), US Embassy in Haiti.

### **FHI 360 Port-au-Prince – October to November, 2017**

#### **Technical Adviser**

- Contribute to the elaboration of the concept note for a youth civic engagement project to be implemented in Haiti.
- Provide recommendations to FHI 360 for local contacts.
- Support logistics and scheduling for FHI 360 staff's trip to Haiti
- Attend in-person and phone meetings throughout the capture trip and assist with interpretation during meetings if required.

### **AYITI NEXUS – Port-au-Prince – July to September 2017**

#### **Qualitative Researcher**

- Provide professional level research for a project financed by Inter-American Development Bank (IDB) that is focused on behavior change, hygiene and sanitation of the population in the Northern part of Haiti by collecting data through participant observation and interviews.

### **Finish Church Aid (FCA) - Port-au-Prince - December 2015 to March 2016**

#### **Consultant**

- Conduct an evaluation of a partner project on peace and tolerance and gender-based violence in order:
  - to assess the effectiveness, relevance and sustainability of how Peace Education programming has been implemented in multiple contexts to improve education quality and Gender Based Violence (GBV) prevention programming for elementary and high school students and communities at risk.

### **Office of the Prime Minister, Port-au-Prince, Haiti, February to December 2014**

#### **Technical Adviser in dialogue - Coordinator of Governmental Action**

- Develop a background paper on the strategy to guide the dialogue process between the Presidency and the political parties. Advise the Prime Minister throughout the dialogue process.
- Ensure the coordination of government activities for effective implementation. Provide direction and sound and innovative advice on a wide range of issues to ensure timely and effective delivery of results in the best interest of the Haiti Government. Deliver thorough well-reasoned reports, recommendations, and analyses.

### **Centre de Formation et de Développement Economique, Haïti, March 2006 to July 2013**

#### **Lecturer**

- **Alternative Dispute Resolution (ADR):** Help 25 students to understand the various methods of resolving disputes under the ADR system.
- **International Law:** Help 35 students to understand 1) the binding normative rules and principles dealing with the conduct of States, international organizations and their relations *inter se*. 2) the effect of public international law upon private activities.
- **Education and Development:** Provide to 22 students the foundation for understanding the role of education in the development process and the public policy issues in education. Focus on current trends and challenges in education.

### **Helvetas - Port-au-Prince, Haiti, August 2012 to June 2013**

#### **Consultant**

- Lead and conduct training and coach the staff and project recipients in mediation and good governance. Develop the appropriate materials for the training and coaching. Conduct dialogue with relevant project recipients on policies and strategies of the program.

### **CEVSI. September 2012, Haiti**

#### **Consultant**

- Develop a human rights project proposal to be implemented in a high-risk neighborhood of Port-au-Prince

### **CORDAID, Netherlands, Port-au-Prince, Haiti, June 2012**

#### **Qualitative Researcher**

- Conduct a conflict analysis in two urban communities at risk to develop a community security project (violence reduction)

**Peace Building Centre (NOREF) - Oslo, Norway - March 2010 to February 2011**

**Consultant - Qualitative researcher**

- Coordinate activities with the representative of mission in Haiti - Conduct interviews with key Haitian stakeholders on specific issues (electoral process, political situation). Write reports.
- Prepare, facilitate focus groups with Haitian youth aged 18 – 24 for a policy paper on how to strengthen the democratic participation of youth in Haiti.
- Conduct a research on women living in camps in the aftermath of the earthquake

**CDA Collaborative Learning Cambridge, MA - USA, January 2009 to 2010**

**Qualitative researcher**

- Assess multitude efforts in peace building in Haiti.
- Conduct a Haiti Cumulative Impact Case Study of the Reflecting on Peace Practice Project.

**American Friends Service Committee (AFSC), Port-au-Prince, Haiti March to July 2015 - March to May 2008. -**

**Consultant**

- Develop training materials, lead and conduct seminars in Mediation for grassroots organizations in Haiti and Guatemala
- Coordinate a regional conference on Citizen Security and Conflict for practitioners from Trinidad, Dominican Republic, British Guyana Haiti and Jamaica
- Prepare the background paper on conflict transformation concepts as applied to issues of urban citizen security in Haiti

**ECOSOF - Port-au-Prince, Haiti – June to July 2007**

**Qualitative researcher**

- Conduct a baseline study for the implementation of the first conciliation and arbitration chamber as an alternative dispute resolution for the business sector.

**United Nations Development Program (UNDP) - Port-au-Prince, Haiti, October 2006 to June 2007**

**Senior Communication and Project Officer, Security Community Project**

- Contribute to effective project management. Monitor and report on progress and results. Ensure effective communication through the project. Establish effective working relationships with national and international counterparts. Ensure all aspects of monitoring and evaluation are incorporated in all segments of the work.

**US Institute of Peace - Washington, DC – Haiti, August 2008 to June 2009**

**May to December 2005**

**Qualitative Researcher - Trainer**

- Conduct a research on the Role of Education in exacerbating conflict in Haiti. Develop training materials and facilitate seminars in mediation, urban security, training of trainers in mediation.

**Centre d'Etudes Diplomatiques et Internationales (CEDI) Port-au-Prince, Haïti, March 2006 to June 2013, October 2000 to June 2004**

**Lecturer**

- **Political Marketing:** Design and serve an introduction to theory and practice of marketing for 35 students. Enhance students written communication, analytical skills, and critical thinking.
- **Introduction to International relations:** Provide a basic understanding of foreign affairs and introduce 30 students to fundamental principles of international relations.

## **Lutheran World Federation - Port-au-Prince, Haiti – March 1999 to July 2000**

### **Communication and Project Officer**

- Manage and coordinate project activities. Responsible for the implementation of the communication policy, strategy, and guidelines. Serve as news analyst; Monitor and report on progress and results of projects from civil society, particularly political parties.
- Maintain collaborative relationships with national and international counterparts
- Represent LWF in three civil society coalitions to advocate for free and fair elections, for the cancellation of Haiti's debt and the management of natural disasters.

## **European Union Micro Projects Program Port-au-Prince, Haiti - 1989 to 1998**

### **Financial and administrative Manager**

- Provide financial and administrative support and oversee regulatory compliance. Write progress reports (monthly, quarterly and annually).

## **EDUCATION**

- **Graduate certificate in Conflict Resolution**  
Hubert H. Humphrey School of Public Affairs, University of Minnesota  
September 2004 to May 2005
- **MS in Diplomatic Sciences**  
Académie Nationale Diplomatique et Consulaire  
October 1997 to June 1999
- **BS in Diplomatic Sciences**  
Académie Nationale Diplomatique et Consulaire  
October 1994 to September 1997
- **Diploma in Accounting**  
Collège de Comptabilité et de Gestion et d'Informatique  
March 1984 to April 1986

## **ALTERNATIVE DISPUTE RESOLUTION CAREER DEVELOPMENT**

- **Columbia Center for Sustainable Investment (CCSI)**. Completed two weeks online training in international investment law. 13-24 July 2020.
- **International Chamber of Commerce**. Completed 12 hour training in International Arbitration. Applicable Law Arbitration: Conflict of Laws, Santo Domingo, Dominican Republic. 24-25 June 2019.
- **Conférence Internationale des Barreaux de tradition juridique commune (CIB)**. Completed 4 day conference. `The lawyer in the 21st century and the alternative dispute resolution. 5-8 December 2018, Lausanne, Switzerland.
- **Université Catholique de Louvain**: Completed 10 week training in international investment law. March- June 2018.
- **International Chamber of Commerce (ICC)**. Completed 3 days of the 15 ICC Miami Conference in International Arbitration. 5-7 November 2017, Miami, Florida.
- **Centre de Médiation et d'Arbitrage de Paris (CMAP)**. Completed one week training in commercial arbitration. 12-17 November 2011, Paris, France.
- **Centre de Conciliation et d'Arbitrage d'Haiti (CCAH)**. Completed one week training in commercial mediation, 25-29 March 2008, Port-au-Prince, Haiti

## **LANGUAGES**

French, English, Haitian Creole, Spanish

## **SKILLS**

- MS Office (10+ years), Management (10+ years)