

https://susieriva.wixsite.com/mypage

su.riva@bluewin.ch

079/299.39.65

# Susie Riva-Mossman

**Doctor of Social Science**

TAOS Institute PhD-Tilburg University

**Thesis: Conflict Narratives: Mediation Case Studies in an Intercultural Context**



## Key Competencies

**Teaching/Mentoring – Needs Assessment – Appreciative Inquiry – Patient Satisfaction Evaluation – Social Innovation – Mediation – Crisis and Project Management – Organizational Transformation Consulting**

## PROFESSIONAL EXPERIENCE

- 2019-2020 **Instructor** teaching medical anthropology and social psychology at the Naturopathic School in Martigny, CVMA
- 2018-2020 **Adjunct Faculty Creighton University Department of Cultural and Social Studies, Medical Anthropology Program**
- 2017-2020 **Instructor**
- University of Geneva DAS/CAS in Mediation
- 2017 **Project Management for Needs Assessment**
- Domus Foundation
- 2017 **Research Assistant Health Institute HES-SO Valais/Wallis**
- Sinergia Project Proposal Coordinator: Socially Sustainable Alpine Wellness Engendering Flourishing Mountain Communities-Smart Alpine Living
  - Mentor for Scientific Writing
- 2015-2016 **Research Assistant HES-SO La Source**
- The Senior Living Lab <http://www.seniorlivinglab.ch>
  - Elaboration of interdisciplinary research methods
  - Scientific presentations,
  - Writing scientific articles for publications and reports
  - Conception and production of a film entitled “Narratives of Hope in Relation to Healthy Aging” followed by the organization of an avant-première cultural event showing the film
- 2014-2015 **Health Department, Valais**
- Needs Assessment concerning Elder Abuse
  - Feasibility study for a prevention program for immigrants “Femmes-Tische”
- 2012 -2017 **Project Supervisor for Special Education**  
Department of Special Education  
Canton of Vaud, Switzerland
- Supervised professional groups for implementation of new educational projects
  - Organizational audit using needs assessment interviews and mind maps

- Publications
- Scientific Committee Member: conference about multihandicapped children's rights

- 2009-2012 **Head of Research**  
 Psychiatric Institutions in the Valais Romand  
 Malévoz Psychiatric Hospital, Valais Switzerland
- Designed public health research with needs assessment, qualitative interviews, appreciative inquiry, using NVIVO 8
  - Wrote reports: mental health, migration & health, sexual orientation & existential distress
  - Evaluated patient satisfaction using qualitative and quantitative surveys
  - Participation in the reorganization committee of the Malévoz Psychiatric Hospital
  - Taught research methods in mental health to nurses and social workers
- 2008 **Professor**  
 Haute Ecole Pédagogique  
 Lausanne, Switzerland
- Taught mediation training for public school mediators
- 2008 **Advisor**  
 Haute Ecole de Santé, Nursing and Social Workers Faculty  
 Valais, Switzerland
- Created post-graduate studies curricular plan in psychiatry for nursing/social work
- 2007 **Advisor**  
 Haute Ecole Pédagogique, St. Maurice, Switzerland
- Created school mediation concept
- 2006-2007 **Professor**  
 Groupement Pro Médiation  
 Suisse Romande (the French speaking region in Switzerland)
- Taught courses and designed curriculum for Diploma in Mediation
- 2001-2005 **Mediator**  
 Social Action Service  
 Office of Social Aid, Department of Social Services  
 Valais, Switzerland
- Created and implemented conflict management tools
  - Coordinated mediation services for asylum seekers
  - Organized health prevention services and information welcoming sessions for political asylum seekers
- 1998-2005 **Special Missions Mediator**  
 Cantonal Police  
 Valais, Switzerland
- Member of the Negotiating Team for hostage crises
  - Mediator for helicopter crash (Bruson) with Indian tourists and consulate
  - Mediator during the visit of Cherie Booth Blair
- 1997-1999 **Committee Member**  
 Sustainable Development Committee for the Olympic Games Sion 2006  
 Valais, Switzerland
- Designed concept and theme « A Candidature for Sustainable Development»

## **EDUCATION**

- 2007-2009 **PhD in the Social Sciences**  
University of Tilburg, The Netherlands (TAOS Institute)
- 2005-2007 **Academic Fellow**  
Swiss Postgraduate Program in Ethnology and Anthropology
- 2002-2004 **Certificate (Masters) Migration, Intercultural Relations and Professional Practices**  
University of Lausanne, Switzerland
- 1998-2000 **Masters in Mediation**  
University Institute Kurt Bösch, in collaboration with the University of Barcelona and European universities
- 1981-1986 **B.A. International Affairs**  
University of Colorado, Boulder USA

## **CERTIFICATES**

- 2017 Journey of the Universe: The Unfolding of Life, Yale University offered through Coursera
- 2017 Journey of the Universe: A Story of our Times, Yale University offered through Coursera
- 2017 The Worldview of Thomas Berry: The Flourishing of the Earth Community, Yale University offered through Coursera
- 2017 Project Management including PMI, IPMA, and Scrum

## **PUBLIC SERVICE AND MEMBERSHIPS**

- 2017-2019 Member of Valais Mediation Association
- 2018-2019 Member of the American Applied Anthropology Association
- 2015-2017 Member of the American Anthropology Association
- 2013-2017 Member of the Swiss Ethnology Society
- 2009-2019 Taos Institute Associate
- 1998-2008 President of the Mediation Association in Valais, Switzerland
- 1995-2000 Member of the Board of Education in Riddes, Switzerland

## **REFERENCES**

- Mr Jean-Bernard Moix, Promotion Santé Valais [direction@psvalais.ch](mailto:direction@psvalais.ch)
- Mr Philippe Nendaz, chef de l'OES, Canton de Vaud [philippe.nendaz@vd.ch](mailto:philippe.nendaz@vd.ch)
- Professor Henk Verloo, HES-SO Valais/Wallis [henk.verloo@hevs.ch](mailto:henk.verloo@hevs.ch)
- Professor Sheila McNamee, University of New Hampshire [sheila.mcnamee@unh.edu](mailto:sheila.mcnamee@unh.edu)

05 July 1963  
Married

Swiss and American

C.P. 55 Impasse des Crus 19  
1918 La Tzoumaz

# Annexes

## PUBLICATIONS

Book: Riva, Susan Mossman. *Homing in: an adopted child's story mandala of connecting, reunion, and belonging*. 1st éd. Christiansburg: WriteLife Publishing, 2020.

❖ Thesis title:

**Conflict Narratives: Mediation Case Studies in an Intercultural Context (2009)**

[http://www.taosinstitute.net/Websites/taos/files/Content/5693761/Susi\\_Riva\\_-\\_Conflict\\_Narratives.pdf](http://www.taosinstitute.net/Websites/taos/files/Content/5693761/Susi_Riva_-_Conflict_Narratives.pdf)

- Riva-Mossman, Susie, *Multihandicap: de la nécessité d'une coopération pluridisciplinaire*. Les représentations contemporaines du handicap, Enfants sourds multihandicapés et collaboration interprofessionnelle, Structures scolaires pour enfants et adolescents hospitalisés. Revue Suisse de pédagogie spécialisée. Septembre 2014, No 3.
- Riva Mossman, Susan Kay, *Creating Dialogical Space: How Generative Research Can Transform Educational, Social and Healthcare Networks by Using Professional's Narratives*, in the Brazilian Journal, Nova Perspectiva Sistêmica. August 2015, No 52.
- Riva Mossman, Susan Kay, *Culture Change in Educational Contexts*. Chapter in Education as Social Construction: Contributions to Theory, Research, and Practice, TAOS Institute Publications/World Share Books, 2015.
- Riva-Mossman, S., Kampel, T., Cohen, C., & Verloo, H. (2016). The Senior Living Lab: an example of nursing leadership. *Clinical Interventions in Aging*, 11, 255–263. <http://doi.org/10.2147/CIA.S97908>.
- Angelini, L., Carrino, S., Khaled, O. A., Riva-Mossman, S., Mugellini, E., Senior Living Lab: An Ecological Approach to Foster Social Innovation in an Aging Society, Futureinternet, October 21, 2016. <http://www.mdpi.com/1999-5903/8/4/50>
- Riva-Mossman, S., Verloo, H., Explorative healthy aging approaches fostering social innovation: thematizing life course narratives of older adult women participating in a documentary film. *Qualitative Research in medicine & Healthcare*, 2017; 1:6199. [https://www.hevs.ch/media/document/2/qrmh\\_2017\\_fostering-social-innovation.pdf](https://www.hevs.ch/media/document/2/qrmh_2017_fostering-social-innovation.pdf)
- Riva-Mossman, Aging in Resilient Communities-An Alpine Case Study: The Senior Living Lab Experience, *Journal of Aging Science, Aging Challenges in a Digital World*, 2018, 6:2. <https://www.omicsonline.org/open-access/aging-in-resilient-communitiesan-alpine-case-study-the-senior-living-lab-experience-2329-8847-1000193.pdf>
- Riva, Susan K. Mossman, “Writing to Transform Relations” book chapter in Alegre-Agis, Elisa and Fernandez-Garrido, Sam (eds.) *Autoetnografias, Cuerpos Y Emociones (1) Perspectivas metodológicas en la investigación en salud*, publicaciones Universitat Rovirai Virgili, 2019.
- Riva, Susie Mossman, “Linkedness: Relational Transformation and Conflict Resolution” book chapter in Garrino, Lorenza and Bruchi, Barbara (eds.) ‘Togetherness’ and Its Discontents, Connectivity (as well as belonging, conflict, and separation) in biographical narratives in adult education, Pensa MultiMedia Editore, Lecce, 2019.
- **Analyse de besoin de l'offre cantonale du Valais en matière de promotion de la santé et de prévention à l'intention des familles d'enfants de 0-6 ans avec focus migrants (2012)** Programme national Migration et Santé (phase II 2008-2013) de l'Office fédéral de la santé publique

<http://www.bag.admin.ch/themen/gesundheitspolitik/07685/12512/12517/index.html?lang=fr>

- **La Santé Psychique en Valais**  
**Problèmes et besoins en santé mentale : perception des professionnels médicaux et psycho-sociaux en Valais (2011)**  
Rapport de recherche  
<http://www.sifor.org/site/fr/recherche-developpement>
- **Prévention de la détresse existentielle des jeunes Valaisans-n-e-s en orientation sexuelle : état de la situation en Valais (2012)**  
Une recherche d'analyse de besoins pour Promotion Santé Valais  
<http://www.iukb.ch/fileadmin/iukb/conf13/rr.pdf>
- **L'évaluation de la satisfaction des patients aux IPVR (2011-2012)**  
Rapport interne
- **Les perceptions des usagers aux IPVR (2011-2012)**  
Rapport interne

### **INVITED PRESENTATIONS AND WORKSHOPS**

- ESREA annual conference in Canterbury England, Activism in a Troubled World- Auto/biographical and Narrative Perspectives on the Struggle for the Good and Beautiful, February-March 2020, paper presentation entitled 'Green New Deal Art and Storytelling Generating a Cultural Shift'.
- Swiss Anthropological Association (SAA) Annual Meeting 2019, The Graduate Institute, Geneva, Panel presentation: "Glocal Mountain Landscapes" on the panel "Globalizing peripheries, Mobilities, diversification and reconfiguration of "the local" within territories at the margins".
- American Applied Anthropology Conference March 2019, Portland, Oregon, research panel, 'Research as Accompaniment and Accompaniment Research'.
- ESREA annual conference in Bergen, Norway, 'Artful Language and Narratives of Adult Learning, March 2019, paper presentation entitled 'Translating Ignatian Principles in to Artful Pedagogies of Hope.
- HES-SO Valais and Promotion Santé Valais, #MOICMOI/ Corporal Images, Workshop Presentation, November 2018.
- Swiss Anthropological Association (SAA) Annual Meeting, Knowledge (Trans) Formations in Anthropology, Panel on Eldercare, "Cultivating a Culture of Care", November 2018.
- ESREA annual conference in Torino Italy, Connectivity (as well as belonging, cooperation, conflict and separation) in biographical narratives of adult education and learning, COREP-SAA, paper presentation entitled 'Linkedness: Relational Transformation and Narrative Conflict Resolution', March 2018.
- 3<sup>rd</sup> International Conference of Dialogical and Collaborative Practices, "Writing to Transform Relations", Guajara Campus, Universidad de La Laguna, Spain, Presentation on Autoethnographic Process, March-April 2017.
- ESREA's 25th Conference on Life History and Biography Network, Aarhus University, "Writing a New Story", Copenhagen, Denmark, March 2017.
- Relational Practices in Health and Healthcare: Healing Through Collaboration, Global Center for Health Innovation Cleveland, Ohio and the TAOS Institute, Practice Showcase-Giving Voice to Seniors: The Hopeful Healthy Aging Model, November 2016.

- Le Chemin de vie et les droits de l'enfant handicapé, Scientific Committee Member and presenter, « La Polyphonie », Fondation Kurt Bösch, Sion, Switzerland, September 2016.
- 7eme colloque international « Les Nouvelles Formes De Parentalité : Le Temps Du Partage...Et L'Enfant ? Presentation « La Co-Construction d'Une Culture de Médiation : The Nebraska Parenting Act, USA », HES-SO//Valais-Wallis, Sierre, Mai 2016.
- TAOS Institute Conference « Inspiring Learning Life ». Workshop présentation, « Culture Change in Educational Contexts ». Oslo, Norway, April 2016.
- ESREA Conference, « Resources of Hope-The Place of Hope in Researching Learning Lives ». Paper présentation, « Narrating Hopeful Lives: Incorporating Film as Method to Voice Healthy Living Strategies », Christ Church University, Canterbury, England, March 2016.
- American Anthropological Association's 114th Annual Conference, Panel Presentation, Medical Anthropology, « Hyperdiversity in Healthcare ». Denver, Colorado, November 2015.
- MARC's 1st Colloquium on Autoethnography, « Being there, being here » Subjectivities, bodies and emotions in health research, The Medical Anthropology Department of the Universitat Rovirai Virgili, Tarragona, Spain November 2015.
- FrenchSwiss Innovation Forum, Silver Economy HEIA-FR, Oral presentation and poster « Senior Living Lab ». Fribourg, Switzerland, October 2015.
- Lancement du Plateforme 60+, Département de la Santé Valais, Présentation « Senior Living Lab », Sion, Switzerland, October, 2015.
- Swiss Public Health Conference, Geneva, Switzerland. Poster « Senior Living Lab ». Septembre 2015.
- TAOS Institute Conference in Collaboration with Joint Action « International Conference on Relational Welfare », Copenhagen, Denmark. Keynote « Senior Living Lab ». June 2015.
- Swiss Public Health Conference, Olten, Switzerland. Poster presentation, Existential Distress and Sexual Orientation. (August 2014)
- TAOS Institute, Drammen, Norway. Presented workshop entitled: Creating Dialogical Space: How generative research can transform social and healthcare networks by using professional's narratives to redefine mental health and orient public health. June 2014.
- VIII MAAH Conference, Bologna-Bertinoro, Italy. Presented a paper: "Implants and Other Medical Interventions Transforming Care for Hearing Impaired and Multi-handicapped Children". May 2014.
- Promotion Santé Valais, Sion, Switzerland. Presented research report: "Migration and Health: A Needs Assessment of the canton of Valais' health promotion resources for families and children between the ages of 0-6, with a focus of migrants". April 2014.
- Swiss Public Health Conference, Basel, Switzerland. Poster presentation, Mental Health in Valais. August 2011.
- World Mediation Forum, Crans-Montana, Switzerland. Poster presentation: Conflict Narratives: Mediation Case Studies in an Intercultural Context. September 2005.