



## RYAN MARSHALL DUNLAP



With more than 20 years of combined law enforcement, ministry, and executive leadership experience, Ryan Dunlap is an internationally recognized conflict management coach and trainer.

He is a Certified Leadership Coach as well as the founder and Chief Conflict Officer at Conflictish, a conflict strategy firm dedicated to helping leaders improve how they lead themselves and others through conflict. He is the creator of The Real Tact Model®, a custom framework for developing conflict competence. To date, he's coached leaders around the globe and in several industries including biotech, government, nonprofit, faith-based, healthcare, pharma, education, food and beverage, and commercial construction, among others.

Ryan is a former SVU Detective, SWAT Hostage Negotiator, and Crisis Intervention Officer who has facilitated hundreds of high-stakes interviews, interrogations, and negotiations. As a Certified DCJS Instructor and Field Training Officer, Ryan has developed and facilitated training and development programs for hundreds of law enforcement personnel.

Following a decorated law enforcement career, Ryan went on to serve as the Pastor and Executive Director of Operations for Victory Church in Atlanta, overseeing a \$20M operations budget while leading operational readiness and enterprise-wide alignment of teams, processes, and systems during an organizational restructure following the succession of the founding leaders.

Following his time at Victory, Ryan went on to serve as the Executive Director of an anti-human trafficking organization, Street Grace, for the state of Tennessee, driving the statewide expansion into the state and leading the overall strategy and execution of all statewide programs, operations, and initiatives.

Ryan has served in several collateral capacities including as an expert advisor to state governments, including an appointment to the Georgia Sexual Assault Response Team State Expert Committee and the Tennessee Human Trafficking Advisory Council.

Ryan currently serves as an adjunct instructor for the University at Buffalo in the School of Management. He previously served as an adjunct instructor for Oglethorpe University and held appointments to several boards including the Board of Directors for WTCI-PBS Chattanooga and The Chattanooga Chamber of Commerce.

### Education

- M.S., Communication and Leadership, Purdue University
- Graduate Certificate, Strategic Communication Management, Purdue University
- B.A., Criminal Justice, Saint Leo University

### 3,600+ Hours of Specialized Training:

- FBI Interviews & Interrogations
- FBI SWAT School
- Hostage Negotiations
- Advanced Investigative Techniques Sexual Assault
- Critical Incident Stress Management
- Alternative Dispute Resolution
- ICISF Individual and Group Crisis Intervention
- NAMI Crisis Intervention
- Threat Assessments
- Certified Law Enforcement Instructor
- Certified Field Training Officer
- Certified Leadership Coach
- Certified Enneagram Coach

