



## 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 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 & 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 & 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 Facilitator
- Trained Neutral, Alternative Dispute Resolution
- ICISF Individual and Group Crisis Intervention
- NAMI Crisis Intervention
- Threat Assessments
- Certified Law Enforcement DCJS Instructor
- Certified Field Training Officer
- Certified Leadership Coach
- Certified Enneagram Coach

## LINCOLN BROWN BIOGRAPHY



Lincoln Brown is a seasoned professional with over two decades of service oriented experience spanning multiple industries. With an initial foundation in the healthcare sector, Lincoln's career has evolved to encompass diverse roles in law enforcement and the insurance industry.

Beginning his career as a dedicated healthcare professional, Lincoln quickly established a reputation for his unwavering commitment to patient care and operational excellence. His exceptional leadership skills and innate ability to navigate empower & equip others led him to assume increasingly responsible roles as a trainer, developing leaders in the physical therapy space.

As his career evolved, Lincoln transitioned into law enforcement, bringing his innate dedication and care for others into the realm of public safety. Over the course of his career, Lincoln served in several prestigious positions including Criminal Investigations as a Detective, Field Training Officer, Crisis Intervention Team Officer, and SWAT Team Hostage Negotiator.

After a decorated career spanning 17 years, Lincoln retired from Law Enforcement and transitioned into the role of Vice President of Client Services in the insurance industry. Drawing on his extensive experience and skill set for law enforcement, Lincoln's deep understanding of risk assessment, his attention to detail, passion for people, and proficiency in negotiation played a pivotal role in delivering tailored solutions that met the unique needs of his clients.

Leveraging his years of leadership training & experience, Lincoln joins the Conflictish team as a Conflict & Leadership Development Coach, leveraging his diverse training and experience as a communicator, negotiator, and trainer to equip & empower leaders to overcome critical conflicts within themselves that might negatively impact them, their teams, and their organizations.

He believes that conflict, when managed effectively, can serve as a catalyst for positive change. With a focus on empathy and cultural sensitivity, he tailors coaching to clients' unique needs and contexts.

### **Hours of Specialized Training:**

- Interviews & Interrogations
- Hostage Negotiations
- Certified Field Training Officer
- NAMI Crisis Intervention Officer
- Advanced Investigators Courses
- Predictive Index Talent Optimization Leader Certified
- Certified DiSC Facilitator

TO GET IN CONTACT:

LINCOLN@CONFLICTISH.COM | 770-910-4842 | CONFLICTISH.COM