

**PROFILE  
2026**



**CALM RESOLVE HUB**


*amani yakudumu*

**EMPOWERING PEACEFUL SOLUTIONS**

**TRANSFORMING CONFLICT INTO OPPORTUNITY**



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# Organization Overview



**C-Hub** is a dedicated center for conflict resolution, mediation training, and restorative dialogue. Rooted in principles of empathy, neutrality, and empowerment, we provide individuals and organizations with the tools and techniques to resolve conflicts constructively.

We believe that every conflict holds the potential for understanding, growth, and lasting peace — and our mission is to help individuals, families, workplaces, and communities unlock that potential through skilled mediation and strategic consultancy.

## Mediation Training Program

Our mediation training program is designed for aspiring mediators, HR professionals, legal practitioners, educators, community leaders, and anyone interested in mastering the art of conflict resolution. Whether you're looking to become a certified mediator or simply integrate conflict resolution skills into your personal or professional life, our training caters to all levels.

“ Peace is not the absence of conflict, but the ability to cope with it. ”

— Mahatma Gandhi



# Organization Profile



## About Us

Calm Resolve Hub is a dynamic and forward-thinking institution specializing in **mediation, conflict resolution, and Alternative Dispute Resolution (ADR)** in Kenya and across the region.

We are founded on a simple but powerful belief: **conflict is not the problem—how it is managed determines the outcome**. When approached constructively, conflict can strengthen relationships, improve systems, and unlock opportunities for growth.

Our work focuses on equipping individuals, institutions, and communities with the skills, systems, and support needed to manage disputes effectively. Through **practical mediation services, professional training, and institutional advisory**, we ensure that conflict is addressed in a structured, respectful, and sustainable way.

Calm Resolve Hub is **recognized and listed by the Mediation Accreditation Committee (MAC) under the Kenyan Judiciary**, affirming our credibility and adherence to national standards.

## Who we are

We are a multidisciplinary team of **accredited mediators, trainers, ADR practitioners, and community engagement experts** committed to transforming how conflict is understood and managed.

Our strength lies in blending **technical expertise with human understanding**, ensuring that every intervention is not only effective but also practical, inclusive, and sustainable.

# Organization Profile



## VISION

“ To be a leading center of excellence in mediation and Alternative Justice Systems (AJS) in Africa. ”



## MISSION

“ To promote accessible, effective, and sustainable conflict resolution through training, mediation, and institutional support. ”



## PURPOSE

“ To build a society where conflict is resolved constructively, relationships are preserved, and justice is accessible beyond formal court systems. ”

*amani yakuchama*

## OUR CORE THEMATIC AREAS

Calm Resolve Hub is grounded on three key thematic areas that define our work and strategic direction:

### 1 Facilitation of Dispute Resolution

We facilitate the resolution of disputes by providing structured, neutral, and professional mediation services. Our approach creates safe and respectful spaces where parties can openly engage, understand each other's perspectives, and work toward mutually acceptable solutions.

We handle a wide range of disputes, including workplace conflicts, institutional disagreements, community disputes, and sensitive or high-stakes cases. Our goal is not only to resolve disputes but also to preserve relationships and promote long-term understanding.

### 2 Training of Professional Mediators

We are committed to building a strong and competent pool of professional mediators through high-quality training programs. Our training is practical, interactive, and grounded in real-life scenarios, ensuring that participants gain both knowledge and hands-on skills.

Through our programs, we equip individuals with the tools needed to effectively manage conflict, facilitate dialogue, and uphold ethical mediation standards. This contributes to strengthening mediation practice across institutions and communities.

### 3 Expert Support on ADR Policies and Conflict Management Systems

We provide expert consultancy and advisory services to organizations seeking to strengthen their internal conflict management frameworks. This includes the development, review, and implementation of **ADR policies, systems, and procedures**.

We work closely with institutions to integrate mediation and alternative dispute resolution mechanisms into their operations, enabling them to manage disputes proactively and effectively. Our support helps organizations move from reactive conflict handling to structured, sustainable, and policy-driven approaches.

## OUR SERVICES

Our services are aligned with our core thematic areas and include:

- **Professional mediation and dispute resolution services**
- **Certified mediator training and capacity building programs**
- **Institutional consultancy on ADR policies and conflict management systems**
- **Court-annexed mediation support**
- **Workplace and organizational mediation**
- **Community sensitization and awareness programs**
- **Mediation-based debt resolution strategies**
- **Alternative Justice Systems (AJS) training and advisory**



## OUR APPROACH

Our approach is practical, inclusive, and transformative. We focus on real-life application, ensuring that our solutions are usable and effective.

We address the root causes of conflict, not just the symptoms, and ensure that all stakeholders are heard and respected. At the same time, we align our interventions with broader organizational and societal goals to ensure sustainability.

# Organization Profile



## TARGET SECTORS

We work across multiple sectors, including:

- **Universities and higher education institutions**
- **Government and public sector organizations**
- **Corporate and private sector entities**
- **NGOs and development partners**
- **Community-based organizations (CBOs)**
- **Schools and youth programs**
- **Water and sanitation companies**

“

**In the middle of difficulty lies opportunity.**

”

**— Albert Einstein**

## OUR IMPACT

Our work helps reduce litigation, save time and costs, and improve relationships within organizations and communities. We build capacity, strengthen systems, and promote sustainable approaches to conflict resolution.

## OUR TEAM

Our team consists of experienced professionals in mediation, law, training, and community development. We bring both expertise and commitment to every engagement.

# Organization Profile



## WHY CALM RESOLVE HUB

We are a trusted partner because of our:

- **Recognition by the Kenyan Judiciary (MAC Listed)**
- **Clear and focused thematic areas**
- **Practical and results-driven approach**
- **Strong institutional and community impact**
- **Commitment to professionalism and integrity**

We do not just resolve disputes—we build stronger systems, better relationships, and more peaceful communities.



## CONTACT US

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## MEET THE TEAM

### **SAMSON OLOO OUMA** **FOUNDER**

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**Samson Oloo Ouma - Director**  
International Mediation Practitioner  
| Court-Annexed Mediator | Trainer  
of Trainers (ToT)

International Mediation Practitioner | Court-Annexed Mediator | Trainer of Trainers (ToT)

Samson Oloo Ouma is an accomplished international mediation practitioner with over fifteen years of experience in mediation, peacebuilding, governance strengthening, and inclusive dispute resolution across Kenya and the East African region. His practice is grounded in voluntary, non-coercive, and consensus-based mediation, with a strong focus on sustainable and relationship-preserving outcomes.

He is the Founder and Lead Trainer of Calm Resolve Hub, a mediation and peace consultancy that provides capacity building, mentorship, and advisory services to public institutions, private sector organizations, civil society, and community-based entities. He also serves as Programmes Manager and Court-Annexed Mediator at the Kisumu Mediation Center, where he oversees mediation programming and coordination across thirty-two counties. Under his leadership, the Center was recognized as Kenya's Most Improved Mediation Center (2022) and a Justice Innovation Award Winner (2023) across Kenya, Uganda, and Malawi. His mediation practice consistently achieves strong outcomes.

Mr. Ouma is internationally accredited, having qualified as an International Mediator through IMI-Netherlands, and further certified as both an International Mediator and Trainer of Trainers (ToT) by ADR Centre, Italy. He is part of the first cohort of internationally certified mediators and ToTs under the Kenyan Judiciary in partnership with ADR Centre, representing the Kisumu and Nyanza region. These credentials position him among a select group of professionals capable of delivering mediation and training at a global standard.

He is recognized among approximately thirty mediators serving at the Court of Appeal, reflecting a high level of trust and professional competence. He is also listed with the International Organization of Mediators, and actively engages in financial-sector dispute resolution, including mediation work linked to the Bankers Association of Kenya.

Mr. Ouma holds a Bachelor of Community Health and Development and a Postgraduate Diploma in Monitoring and Evaluation, alongside professional certifications in mediation, counselling, and trauma support. He is currently pursuing a Master's Degree in Psychology. He also serves as Chair of the Labour and Employment Committee of the Institute of Chartered Mediators and Conciliators (ICMC) and is a member of the Kenya National Mediators' Caucus.

His mediation philosophy is anchored on neutrality, party autonomy, cultural sensitivity, and forward-looking solutions, positioning mediation not only as a dispute resolution tool but as a strategic framework for cooperation, institutional strengthening, and sustainable peace.

## PROFESSIONAL TRAINERS

### PHYLLIS E. NAMACHANJA WANGWE

Phyllis E. Namachanja Wangwe is an Advocate of the High Court of Kenya, Accredited Mediator, and Certified Arbitrator (CIArb, UK – Kenya Branch). She is the Managing Partner at Wangwe & Co. Associates – Advocates and the Founder of the Center for Economic Empowerment and Development (CEED) as well as the Pens Global ADR Hub, platforms dedicated to driving inclusive growth, dialogue, and transformative leadership across Africa.



With a distinguished career in international mediation, arbitration, and conflict resolution, Phyllis is recognized as a Gazetted Conciliator in Kenya and an International Faculty Trainer of Trainers (ToT, 2025) in Mediation.

Her work advances inclusiveness, capacity-building, and cross-border collaboration in Alternative Dispute Resolution (ADR). She has facilitated mediation training and mentorship across Africa, serving as a Trainer for Women in ADR in Nigeria (2025), Judge and Mentor at the FDI Moot Court West Africa (2025), and Judge and Mentor at the East Africa Pre-Moot & Arbitration Conference with Africa in the Moot (2026).

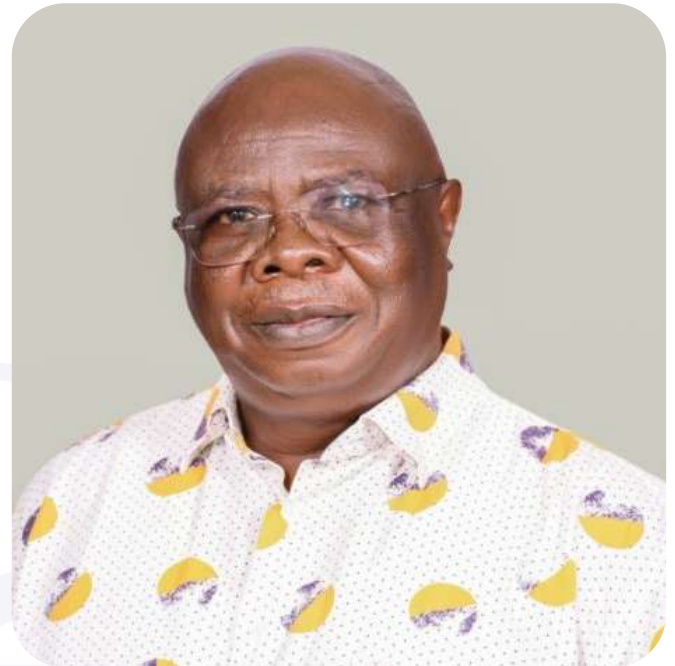
Phyllis brings unmatched expertise in international mediation and arbitration, with a proven record of resolving complex, cross-border disputes. Her leadership in ADR training, mentorship, and international ToT programs has empowered practitioners across Africa, advancing inclusiveness and building sustainable capacity in the field. She also has extensive experience in workplace conflict management, having conducted HR-related trainings that strengthen organizational culture and employee relations.

As a Trustee of the Kenya National Chamber of Commerce and Industry (KNCCI), she plays a pivotal role in strengthening commercial dispute resolution frameworks that foster business confidence and economic growth. She is deeply committed to gender inclusiveness in ADR, ensuring equitable participation and representation in conflict resolution processes. Her governance experience extends to ESG and legal auditing, where she provides strategic oversight and accountability.

Through her role as Founder of CEED and Pens Global ADR Hub, Phyllis champions economic empowerment, dialogue, and resilience, positioning ADR as a cornerstone of diplomacy, commerce, and community transformation. Educated at Moi University with an LL.B, Phyllis further pursued Organizational Development at USIU-Africa and advanced studies at the Kenya Institute of Management. She is an Advocate of the High Court of Kenya, a Certified Arbitrator with CI Arb (UK – Kenya Branch), and an Accredited Mediator and Gazetted Conciliator. Her leadership, vision, and dedication continue to shape the future of ADR, governance, workplace conflict management, and inclusive development across Africa and beyond.

## MR. THOMAS OKONGO

Mr. Thomas Okongo is a seasoned Court-Annexed and internationally accredited mediator with over four decades of distinguished public service experience, including nearly thirty years specializing in public finance management. His extensive professional background, combined with certified mediation training from the Mediation Training Institute (MTI) East Africa, positions him as a highly skilled and trusted practitioner in the field of conflict resolution.



Throughout his career, Mr. Okongo has built a strong reputation for his ability to navigate complex and high-stakes disputes across a wide range of areas, including labour, commercial, succession, family, and land matters. His approach to mediation is strategic, structured, and results-oriented, with a strong emphasis on facilitating constructive dialogue and achieving mutually acceptable outcomes. He is widely respected for his calm demeanor, analytical thinking, and ability to guide parties toward practical and sustainable resolutions.

Mr. Okongo's professional journey reflects a deep commitment to excellence, integrity, and public service. His leadership in public finance management has been marked by diligence, accountability, and sound governance, attributes that seamlessly complement his work in mediation. His ability to understand institutional dynamics and financial systems enhances his effectiveness in handling disputes that require both technical insight and interpersonal skill.

Academically, he holds a Bachelor's Degree in Commerce and a Diploma in Internal Audit, providing him with a strong foundation in financial systems, governance, and accountability. These qualifications, combined with his certification as a Professional Mediator, enable him to approach disputes with both technical precision and human sensitivity.

Mr. Okongo is known for his strong communication skills, professionalism, and unwavering ethical standards. He approaches every mediation process with fairness, neutrality, and a commitment to empowering parties to reach their own solutions. His work continues to contribute to the promotion of peaceful dispute resolution, institutional harmony, and sustainable outcomes across diverse sectors.

## JULIET

Juliet, born in 1986, is a highly accomplished Judiciary-accredited mediator (MAC No. 620-2019) with extensive experience in mediation, conflict resolution, and the criminal justice system. Since her accreditation in 2019, she has steadily built a strong reputation as a skilled and reliable mediator, handling disputes across a wide range of sectors and complexity levels.



Her professional development reflects both depth and international exposure. In 2023, she qualified as an International Mediator through IMI-Netherlands and further enhanced her expertise through advanced mediation and training programs with ADR Centre, Italy, where she was certified as both an International Mediator and an International Trainer of Trainers (ToT) in Mediation. These global credentials position her among a select group of professionals capable of delivering mediation and training at an international standard.

Juliet holds a Master's Degree in Criminology and Social Order from the University of Nairobi (2018–2023), which complements her practical work within the justice system by providing a strong analytical and policy-oriented perspective on conflict and dispute resolution. She also earned a Bachelor of Environmental Studies and Community Development (Second Class Upper Division) from Kenyatta University (2006–2010) and a Certificate in Mediation from Karatina University (2019). Her academic foundation is further supported by a strong performance at Matungulu Girls Secondary School (KCSE – B+).

Professionally, Juliet has been working within the criminal justice system since April 2017, where she has gained significant experience in handling disputes, facilitating dialogue, and contributing to justice processes. Her work spans multiple areas of conflict resolution, giving her a well-rounded and practical understanding of mediation in both formal and informal settings.

She is recognized among a select group of approximately thirty mediators serving at the Court of Appeal, reflecting her high level of trust, competence, and professionalism. In addition, she is listed with the International Organization of Mediators, a global body that brings together leading practitioners in the field, further affirming her international standing.

Juliet currently serves as the Environmental Mediators' Representative at Milimani Courts under the Environment and Land Division, where she plays a key role in advancing mediation within environmental and land-related disputes. She also represents the Meru and Embu region in the first cohort of internationally certified mediators and Trainers of Trainers, a program led by the Kenyan Judiciary in partnership with ADR Centre, Italy.

Beyond her credentials, Juliet is known for her calm, structured, and people-centered approach to conflict resolution. She brings professionalism, empathy, and strategic insight into every engagement, making her an invaluable resource in both mediation practice and training.

## ROSELINE ACHIENG' ONYANGO

Roseline Achieng' Onyango is a highly experienced Counseling Psychologist, Certified Professional Mediator, Court-Annexed Mediator, and Trainer, with over eighteen years of dedicated service supporting individuals, families, and communities through complex emotional and relational challenges.

Her work is grounded in a deep belief in the power of dialogue, empathy, and structured intervention to transform conflict into meaningful and lasting resolution.



Known for her calm presence, strong emotional intelligence, and ability to connect with people, Roseline creates safe and respectful environments where individuals feel heard, understood, and empowered to co-create solutions.

Roseline integrates counseling psychology, mediation practice, and training expertise to deliver holistic and sustainable outcomes. She actively conducts court-annexed and private mediation, handling family, land, and community disputes across Kisumu, Siaya, and Kakamega, and works closely with institutions such as FIDA Kisumu. Her mediation practice is strengthened through continuous mentorship and collaboration with senior mediators, as well as her role in facilitating mediation training programs.

As a Trainer of Trainers (ToT) with Calm Resolve Hub since 2017, Roseline plays a key role in building professional capacity by training, mentoring, and supervising mediators and counselors. She facilitates both theoretical and practical sessions, supports curriculum delivery, and provides structured guidance to ensure high standards of practice. Her passion lies in empowering others, strengthening professional competence, and nurturing the next generation of practitioners.

In addition to her training role, Roseline serves as a Logistics Administrator at Kisumu Mediation Centre, where she coordinates training programs, manages resources, and ensures smooth implementation of mediation initiatives. Her strong organizational skills and attention to detail contribute significantly to the effectiveness of program delivery. Earlier in her career, she served as a Supervisor and Prevention Officer at ICAP Kisumu, where she supervised counseling teams, coordinated service delivery, and strengthened program performance across multiple sites. This experience further enhanced her leadership, supervision, and program management capabilities.

Roseline holds a Higher Diploma in Counseling Psychology and a Diploma in Counseling Studies, complemented by advanced training in counselor supervision, emotional intelligence, grief counseling, mediation, and HIV counseling and testing. She is a member of the Kenya Association of Professional Counsellors (KAPC) and the Kisumu Mediation Centre, reflecting her commitment to professional growth and ethical practice.

At the core of her work is a commitment to healing, justice, and harmony. Roseline approaches every engagement with compassion, professionalism, and a solution-oriented mindset, making her a trusted practitioner in both counseling and mediation spaces.

Roseline Achieng' Onyango, a distinguished figure in the field of mediation, brings unparalleled expertise and a track record of success to consultancy roles. As a seasoned mediator with a background in psychology, Roseline commands respect and admiration for her ability to navigate complex disputes with poise and precision. Her reputation as a trusted authority in conflict resolution is underscored by her extensive experience and unwavering commitment to excellence.

With a Higher Diploma in Counselling Psychology and specialized training in mediation, Roseline is uniquely positioned to provide strategic guidance and facilitate impactful resolutions for your bank. Her role as a Trainer of Trainers exemplifies her leadership and mentorship capabilities, further solidifying her status as a formidable force in the mediation arena.

Roseline's consultancy services offer your bank a strategic advantage, leveraging her expertise to mitigate risks, foster positive relationships, and drive sustainable outcomes. With a focus on professionalism, integrity, and results, Roseline embodies the epitome of excellence in mediation, making her an invaluable asset to your organization.