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**Nancy Neal Yeend** is an experienced, nationally recognized, dispute management strategist, trainer, and mediator. Her firm, The End Strategy, is located in Portland, OR. And focuses on preventing and resolving business related disputes. Ms. Yeend has served as faculty at the National Judicial College for 25 years teaching mediation, negotiation, dispute prevention, and related courses. She has trained over 6,000 mediators, and worked with experts to increase their effectiveness in mediation.