



# YVETTE DURAZO, MA, PCC

1-888-221-0208 [www.unitiveconsulting.com](http://www.unitiveconsulting.com) [unitiveconsulting@gmail.com](mailto:unitiveconsulting@gmail.com)

[Unitive Consulting](#) [At Unitive D. Yv](#) [Yvette Durazo, M.A., PCC](#)



## ABOUT ME

Yvette Durazo, MA, PCC, is the author of the book *Conflict Intelligence Quotient (Conflict-IQ™)*. *The Missing Piece to Turbocharge Leaders' and Organizations' Emotional Intelligence*, and the founder and principal consultant of Unitive Consulting.

Yvette is an international leader and expert in the field of alternative dispute resolution and workplace conflict resolution, with expertise in Human Resources, Change Management, and Project Management.

Being the youngest of seven children, she has been a negotiator and mediator from the cradle. As a first-generation Latin university graduate and as a single mother attaining an advanced degree, despite overcoming health challenges, Yvette knows what it takes to tackle difficulties in her personal and professional life. Yvette's problem-solving skills and passion for peaceful and servant leadership led her to embark on a self-discovery and professional growth journey. After 20 years of professional experience working in both the public and private sectors, along with an outstanding academic background, Yvette has gained unique wisdom and has mastered key methodologies and techniques in the field of human relationships.


MORE ABOUT ME

## PRESENTATIONS/ SPEAKING/ PUBLICATIONS/ MEDIA




**SEE MORE**

**THE CUSTOMER ISN'T ALWAYS RIGHT – BUT THEY'RE CAUSING MORE CONFLICT THAN EVER**



**SEE MORE**

**THE ULTIMATE IQ METHODOLOGY FOR RESOLVING WORKPLACE CONFLICTS**



**SEE MORE**

# PRESENTATIONS/ SPEAKING/ PUBLICATIONS/ MEDIA



ACR 2016 BALTIMORE MD PART 1

WATCH



LEARNING ABOUT YVETTE DURAZO, FOUNDER OF UNITIVE CONSULTING & CHIEF PEOPLE'S CONSULTANT

WATCH



IN THE HIGH HEELS SHOES OF AN INTELLIGENT NEGOTIATOR – PART 1

WATCH



WHAT IS IMPLICIT BIAS?

WATCH



HOW DOES EMOTIONAL INTELLIGENCE COMBINED WITH CONFLICT INTELLIGENCE? – WE'VE GOT A PROBLEM" PODCAST

WATCH



CONFLICT INTELLIGENCE (CONFLICT- IQ) BOOK LAUNCH AUG. 25.2021

WATCH



## TESTIMONIALS



**BABIYA POLK**  
VP OF DEI OF HRACO

Yvette Durazo spoke at our annual DEI and Leadership HRACO conference in Columbus, Ohio, in February 2022. Her topic was on “Mastering Difficult Conversations When Addressing DEI, Employee Performance & More”. The takeaways I got from her were to feel confident when addressing difficult conversations, to be able to have a more productive communication with our staff, and to learn to coach others into communicating their issues at work. Lastly, to augment my conflict intelligence with techniques that will work in any situation.

I recommend having Yvette speak on Leadership or DEI topics. She brings the most relevant data to validate her content and keep the audience captivated.



**ELENA V. CHUDNOVSKAYA, PH.D., M.B.A., M.A.**  
INTERNATIONS LEADERSHIP SPEAKERS PRESENTER &  
PROFESSIONAL COMMUNICATION DEPARTMENT  
COLLEGE OF MEDIA AND COMMUNICATION, TEXAS TECH UNIVERSITY

It is my great pleasure to provide high recommendations to Yvette Durazo, MA, PCC. I am a Consul of a Global Business Networking group at a global ex-pat professional network, and I teach business communication at Texas Tech University as well. Yvette presented to a global audience of over 350 members about her most recent authored book, Conflict Intelligence Quotient (Conflict-IQ™). Yvette presented with authority as a subject expert in her field, and her style was very informative and interactive. The event was highly ranked by the attendees. Here are some comments from the participants: “Thank you so much, it was a really great presentation.” “Very insightful!” “Many thanks!” It was a great pleasure having Yvette as a guest speaker, and I am planning to arrange more events with her participation in the future. Yvette was asked to present twice in 2022 due to the success of her talk with this global audience.

SEE MORE