



Dawn Miller Sander, MA, CO-OP®, Certified Organizational Ombuds Practitioner, International Ombuds Association

Dawn serves as an Organizational Ombuds for the American Red Cross, bringing more than 15 years of experience in conflict resolution, compassionate listening, and organizational problem-solving. She is also a mediator and conflict conversation facilitator, helping individuals and groups navigate differences, identify solutions, and develop constructive paths forward.

Since entering the field in 2010, Dawn has supported individuals and teams as they work through complex interpersonal and organizational challenges. She holds a Master of Arts in Conflict Transformation from Eastern Mennonite University and is known for her empathy, energy, and steadfast commitment to those she serves. Grounded in humility and respect, Dawn is motivated not by recognition or titles, but by a genuine passion for fostering understanding, connection, and healing in the workplace and beyond.

As a member of the Blessed-Be team, Dawn brings deep listening skills, compassion, curiosity, and a commitment to exploring conflict from multiple perspectives. Through the podcast, she helps create conversations that provide listeners with practical tools, insights, and resources for navigating conflict with greater confidence, understanding, and grace.



Dr. Jacqueline Villafañe, CO-OP®, Certified Organizational Ombuds Practitioner, International Ombuds Association

Jacqueline is a certified organizational ombuds, executive coach, mediator, facilitator, and founder of Infinidad Consulting—Where Insight Meets Impact. Through Infinidad, she provides executive and leadership coaching, organizational development and change management, ombuds and conflict-resolution services, team development, facilitation, and psychometric assessments.

Jacqueline serves as a trusted thought partner to leaders and teams navigating complex change, workplace conflict, leadership challenges, and opportunities to strengthen trust and organizational culture. Her experience spans corporate, nonprofit, healthcare, higher education, government, and public-sector environments.

Through Blessed Be, Jacqueline brings thoughtful curiosity shaped by her background in business psychology, mental health, change management, organizational development. She combines practical insight with a deep belief that conflict—when explored with courage, compassion, integrity, and an understanding of human behavior—can become a pathway to greater awareness, accountability, growth, and repair.



Robert Polanco, Certified Mediator, Former Crisis Negotiator and Storyteller

Robert is a mediator, educator, and strategic communicator with nearly 25 years of experience helping people navigate conflict, crisis, and difficult conversations. His background blends careers in law enforcement, crisis negotiation, mediation, crisis counseling, peer support, and support group facilitation. Providing him with a unique perspective on how people communicate, build trust, and resolve conflict under pressure.

Robert holds a Master of Science in Negotiation and Conflict Resolution from Creighton University. Through the Blessed Be Podcast, Robert aims to build a repository of good will and ideas that can help people communicate their way out of a conflict as opposed to into one.

In addition to co-founding the Blessed Be Podcast, Robert also founded 3rd Act Stories, where he provides mediation, conflict coaching, communication training, and strategic storytelling services. He believes that meaningful dialogue can transform both relationships and communities.