

PHOENIX STRATEGIES, LLC
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Monica
Lichtenberger

Monica has experience and expertise in nursing and dispute resolution. She holds a Masters Degree in Management and a UCCS Gerontology Certificate. Monica worked eleven years in acute care as a registered nurse and managed health care for inter-city seniors. She ministered for three years to seniors in homes and long-term care facilities. Additionally, she spent 3 years working with home care and hospice. Since 1997, she has worked as a mediator, conflict coach and trainer, working through issues with families and employees. Monica has four years experience as a Colorado State certified ombudsman, advocating for seniors in licensed long-term care facilities. She has specialized training and experience in elder care mediation and workplace age discrimination.

Peace-Making is our business,
our only business!

Elder Care Conflict Management Services

Mediation and Conflict Coaching



*Supporting Family Relationships
Through
Life's Transitions*

Phoenix  Strategies

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Colorado Springs, CO 80907

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Strengthen Relationships

Move beyond past hurts to future solutions

- Maximize elder's safety and independence
- Feel heard, valued, understood and appreciated
- Strategize optimal solutions for diminishing physical, cognitive or decision-making
- Address workplace age discrimination
- Clarify family roles and goals
- Resolve "driving" issues
- Work out "living together or apart" arrangements and roles
- Assist with in-home or out-of-home care issues between family and/or agencies
- Pro-actively address financial, medical and end-of-life issues, minimize legal proceedings as guardianship, conservatorship, probate, and power of attorney
- Design a plan for property and person possessions.

Bringing Families Together

Collaborative Mediation is the heart of our services. Participants work together with a neutral facilitator, who guides them through a structured problem-solving process designed to foster relationships; address important needs, concerns and fears; resolve and create solutions for the future.

Conflict Management Coaching is one-on-one assistance for a senior, family member or caregiver, to resolve a specific issue, improve communication and relationships with an elder, family member or caregiver.

"This is the first time our family has had an honest, civil conversation in years."

"Maintaining independence was very important to my father. I was concerned about his safety and declining health. I didn't know where to start. I have children of my own to care for and felt I was pulled in two directions. It was hard to be the mom and daughter that I wanted to be. Mediation gave me focus, so that Dad and I could work together to make change as easy as possible for all of us."



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"Early in the decision process all the siblings got along. As the decisions got tougher, we disagreed more often. Mediation helped us communicate better so we could help Mom."