RYAN MARSHALL DUNLAP

With more than 20 years of combined law enforcement, ministry, and executive leadership experience, Ryan Dunlap is an internationally recognized conflict management coach and educator.

He is a Certified Leadership Coach as well as the founder and Chief Conflict Officer at Conflictish®, a conflict strategy firm dedicated to helping leaders improve how they lead themselves and others through conflict. He is the creator of The Real Tact Model®, a custom framework for developing conflict competency that has been shared with leaders from organizations such as Chick-fil-A, Lodge Cast Iron, McDonald's, Citi, Verizon, and American Express Global Business Travel.

Ryan is a former SVU Detective, SWAT Hostage Negotiator, and Crisis Intervention Officer who has facilitated hundreds of high-stakes interviews, interrogations, and negotiations. As a Certified DCJS Instructor and Field Training Officer, Ryan has developed and facilitated training and development programs for hundreds of law enforcement personnel.

Following a decorated law enforcement career, Ryan went on to serve as the Pastor and Executive Director of Operations for Victory Church in Atlanta, Georgia, overseeing operational readiness and enterprise-wide alignment of teams, processes, and systems during an organizational restructure following the succession of the founding leaders. Ryan then served as the Executive Director of a faith-based anti-human trafficking organization, Street Grace, for the state of Tennessee, driving the statewide expansion into the state and leading the overall strategy and execution of all statewide operations. Ryan's roles further expanded to Executive Pastor positions at City Light Church in Chattanooga, TN, and Change Church in Duluth, GA, where he advanced leadership development and strategic planning.

Ryan's influence extends to public advisory roles as an expert advisor to state governments. His appointments include serving on the Georgia Sexual Assault Response Team State Expert Committee and the Tennessee Human Trafficking Advisory Council.

In academia, Ryan serves as co-faculty at the University at Buffalo School of Management and has developed leadership and conflict resolution programs for Wheaton College and Yale University. He has also served as an adjunct instructor at Oglethorpe University and contributed to various boards, including WTCI-PBS Chattanooga and the Chattanooga Chamber of Commerce.

Education

- M.S., Communication and Leadership, Purdue University
- Graduate Certificate, Strategic Communication Management, Purdue University
- B.A., Criminal Justice, Saint Leo University

3,600+ Hours of Specialized Training:

- FBI Interviews & Interrogations
- FBI SWAT Operations School
- Hostage Negotiations
- Advanced Investigative Techniques Sexual Assault
- Critical Incident Stress Management
- Alternative Dispute Resolution
- ICISF Individual and Group Crisis Intervention
- NAMI Crisis Intervention
- Threat Assessments
- Certified Law Enforcement Instructor
- Certified Field Training Officer
- Certified Leadership Coach
- Certified Hogan Assessments Facilitator

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