

Nancy Radford

An experienced & enthusiastic mediator, coach and trainer who excels at investigating ideas, clarifying them for others and translating them into practical actions. She is particularly successful in initiating and growing relationships, with a gift for enabling people to find their own effective resolutions and solutions.

Strengths

Mediation Style and Approach

Communication & Interpersonal: As a Mediator, Nancy excels at making people feel safe; listening to both sides, clarifying and translating views in language easily understood by both parties. She is particularly successful in establishing rapport with vulnerable and resistant clients, and in transforming difficult people. Nancy has acted as mediator in a wide variety of disputes.

Generally, Nancy is excellent at calming situations. She has dealt with grievances, dismissals and redundancies in a fair and constructive way. She has a gentle persuasive manner with people from all walks of life. Good at engaging people, attracting and retaining customers, funders and hard to reach groups. Facilitating change through trust. Confident and experienced public speaker, active listener, calm in crisis and adept at critical conversations. Presentations to Community Matters, Royal College of Midwives, European CFO Summit and CAAP Flourishing Communities conferences.

Training and Development: Designed and delivered training to a wide range of learners (from PhD students to those with severe difficulties). Mentor for students and businesses. Entrepreneur/Mentor at multiple Graduate Enterprise Schools (based at Durham University). Created, piloted and marketed confidence & resilience training for long term unemployed, ran sales & communication workshops for various networking organisations, provided management information system training for franchisees and franchisor staff. Created and delivered start-up and social enterprise courses and workshops for enterprise agencies, prisons, charities and further education establishments. Key achievements: winning a national award for Best Not for Profit Training Scheme (Possibility Place). Designed and presented a workshop for senior managers in local government on coping with emotions and stresses of staff affected by terminal illness.

Strategic Thinking: Investigation of options, analysis, explanation and implementation. Key achievements: Nationwide implementation of direct entry midwifery courses following publication of research and the toolkit we designed in response to findings. Researching a range of development options for Lifespan to cope with an unexpected funding cut and creating a strategy for the future.

Business Experience: Commissioning, designing and implementing procedures and policies in private and third sector. Extensive experience of facilitating personal and organisational change **Key achievements:** Implementing ISO 9001 & 14000 in 4 months. Setting up operation of a new educational centre. Working with trustees & staff in a small charity to make the organisation compliant with charity commission guidelines. Handling the change from traditional print to digital with minimal staff turnover and improved profitability in Prontaprint. Winning major contract with University on 4 successive occasions.

Employment

Current and continuing since 2002 Roundtuit: Creating and delivering mediation, mentoring, coaching and training to individuals, small charities and SMEs. Qualified as personal professional coach, business coach and accredited civil & commercial mediator. Trained as Special Educational Need Mediator and working as a panel mediator for KIDS since 2015. Associate with Social Enterprise Acumen, coaching & consulting with social enterprises and charities. On Association of Northern Mediators Panel and ProMediate Panel.

December 2010 to April 2014 Harrison & Harrison Organ Builders. My main role was to facilitate change, as well as responsibility for Human Resources, Marketing, and Contracts for 150 year old firm undergoing significant change in market and new management team. Developed and delivered leadership training for team leaders. Specified, designed and implemented new systems and procedures. Having implemented and consolidated cultural change and reorganisation, I resigned to concentrate on our business of coaching and developing workshops.

January 2008 -November 2010 Consultancy Work

- **Durham County Council** Cultivating interest in enterprise, to provide client-centered, goal focused, individually tailored support & to facilitate the start-up and development of successful small and medium sized businesses.
- **Lifespan Complementary.** Implemented changes to make this charity sustainable financially and compliant with charity legislation. .
- **Acumen Community Enterprise Development Trust** Set up Possibility Place, a social enterprise to provide training to enhance confidence and emotional resilience. This involved adapting positive psychology principles and tools to suit specific client groups, creating appropriate resources, marketing, administering and growing the business. 4 courses accredited, sessions delivered over 200 people, social franchising model devised and facilitators trained, as well as developing Healthy Challenge course.
- **The Work Place (Aycliffe) Ltd** Set up a brand new educational resource company procuring equipment and furnishing, setting up HR, marketing the business, organising finance and booking procedures, applying for grants, preparing leases and maintenance agreements, sourcing suppliers and recruiting and training staff.

May 1989 -Aug 2007 Bison Paradigm t/a Prontaprint Durham. As one of the two directors, I had specific responsibility for innovative solutions and technical advice to customers, managing human resources, researching and implementing systems (administration, sales, credit control and marketing). I ensured proper utilisation of e-commerce and reporting functions of MIS.2002 set up **Roundtuit** as consultancy.

January 1984-March 1989 University of Surrey, Dept of Education employed me as a Research Fellow on several projects investigating and proposing major changes in health care training.

01 Jan 1982 - 31 Dec 1983 QARANC British Army Nursing Officer helping to run and manage special care baby unit. Wrote documentation for machinery & training guides for parents and staff. Rose to captain.

1975-1981 NHS. Trained as registered nurse and midwife. Worked in District Nursing, Intensive Care, Special Care Baby Unit and general wards. Rose to rank of Sister.

Education

Special Educational Needs Mediation Training with KIDS Mediation September 2015

ADR Group Accredited International Online Mediator February 2015

ADR Group Accredited Civil & Commercial Mediator May 2014

Diploma in Personal & Professional Coaching (qualified with merit April 2014) The Coaching Academy

Diploma in Small Business Coaching (qualified with merit October 2014) The Coaching Academy

Introduction to Mediation for Managers ACAS

Common Purpose Tyne & Wear Meridian.

Invitation to Positive Psychology Centre for Applied Positive Psychology, Warwick

Internal Auditor ISO 9001:2000 Digital Factory Bishop Auckland College

Introduction to Marketing Chartered Institute of Marketing

BTech HNC Information Engineering New College Durham (part time while working full time)

City & Guilds 7307 Teachers Certificate New College Durham (part time while working full time)

State Certified Midwife Dryburn Hospital Durham

State Registered Nurse Royal Infirmary of Edinburgh Shortened Training for Graduates

BA (Hons) Sociology & Social Administration University of Durham

Volunteering & Interests

Family Friend with Safe Families for Children ; Mentor for University College International Students

Volunteer Peer Mediation Coach with Talking Works; Volunteer Trainer for Everything in Place project at St Cuthbert's Hospice, Durham;

Cooking, crochet, reading