



**Disputes & disagreements
disrupting life?**

Problem customers?

Irritating staff?

Fuming inside?

Exploding regularly?

Let me show you a better way.

Act now before it gets worse.

**It's easy and affordable—see
inside for simple solutions.**

Business prices valid Sept 2018 to Jan 2019



Problem Customer £120

In the heat of a disagreement, or unpaid bills, damage is done & relationships suffer. Two online or phone sessions, focussed on a specific issue, help you identify what you

really want, find options and choose the best way forward. You will learn techniques for staying calm and on track. Includes e-book and email support.



Conflict Skills £160

Want to improve your skills in handling disagreements? Three sessions (online or phone) help you manage emotions, stand your ground and improve outcomes.

Includes e-book & email support.



Mediations from £400

Each mediation is different. After the first complimentary call, I will send you a range of options for resolving things quickly & effectively.

Customised services are also available, including face to face and visits to your premises. Phone me on 07980 920 078 for a confidential, complimentary discussion of your needs.



DIY Stuck in the Middle £80

Are you stuck in the middle, want to help, and don't know how? You need a neutral expert to listen and talk things through. This session helps

you identify the issues, explore options and work out what's best. Email support . Complimentary copy of my book, *Conflict First Aid* (worth £26) full of exercises & examples. Great for small organisations



Phone/Online Resolution

I provide a safe, compassionate place to start resolving damaged relationships, on the phone or through a secure online video

platform. A total of four individual sessions and a joint session. You choose how the sessions are used. Email support, e-books & exercises. £400

Mediation & coaching are in no way to be construed as financial or legal advice, psychological counselling or any type of therapy. The client enters into the mediation/coaching with the full understanding that the client is responsible for creating his or her own results.

Not sure what would help? Call to arrange a free exploration of the options. I have a number of trusted specialists I can recommend if my services are not right for you.



Nancy Radford

Accredited Mediator
Facilitator
Coach

I help you improve your professional and personal relationships by

- ◆ changing the stories you tell yourself
- ◆ teaching you how to stay calm & in control
- ◆ providing tools & strategies that last a lifetime.
- ◆ giving you the space and confidence to find the solution that suits you.

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Nancy Radford

Mediation & Coaching

Stop Arguing & Start Talking

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