

## Profile Nancy Radford

**Nancy is an experienced & enthusiastic mediator who excels at listening to all sides, clarifying and translating views so all parties understand.** She is particularly successful in



establishing rapport with vulnerable and resistant clients. Clients value her ability to help them step back and discover new perspectives, especially in situations where emotions are involved. Her calmness and clarity enable clients to find their own effective resolutions and solutions. Nancy is based in the North East of England and mediates online, on telephone and face to face.

### Mediation Style and Approach

Nancy's relaxed, approachable manner combined with a gentle firmness ensures that discussions stay on track and are productive. Nancy works with the clients individually before the joint session.

This helps them identify the issues and what outcomes are most important. It is also gives a chance for them to vent and reframe the situation and time to think through options. This vital preparation work combined with a positive and calm approach results in a great settlement record (90% settled on the day). If there is no settlement on the day, Nancy is happy to continue working with the participants if required, so that the momentum towards settlement is not lost and resolution achieved.

### Why Choose Nancy as Your Mediator?

- **Extensive business experience**  
Nancy was a partner in a successful business for 18 years. She has been a manager in a range of businesses and organizations. She is a qualified trainer and coach. For the last 10 years she has been a business advisor, specializing in conflict resolution. She has over 4 years experience as a mediator, and has been lead mediator in over 90 mediations.
- **Experience of public and third sector (charity and social enterprise) as well as private**  
Initially trained as a nurse and midwife, Nancy managed staff in the NHS and local government as well as in the private sector. Nancy helped set up charities and social enterprises, ensured their compliance and made them financially viable. She has also coached numerous social entrepreneurs, volunteers and charity staff.
- **Professional expertise**  
As well as the standard mediation training, Nancy has undertaken specialist training to deliver mediation online and is continually updating her knowledge. She has carried out over 70 mediations in the last two years. She is the author of [Conflict First Aid: How to Stop Personality Clashes and Disputes from Damaging You or Your Organisation](#) , based on research and experience (Jan 2018). **Professional indemnity & public liability insurance.**
- **Personable, practical and persuasive**  
Nancy makes people feel safe and creates a calm environment that fosters co-operation. She keeps the conversation on track, helps people manage emotions and work towards a solution that suits all parties.
- **Online Mediation, Early Intervention & Coaching**  
Nancy also offers the options of informal early intervention, online mediation or coaching.

### Examples of recent cases

- Grievances and poor working relationship between two senior managers. Resolved issues and improved relationship
- Grievance between senior manager and CEO. Improved relationship and highlighted need for structural changes
- Dispute between father and daughter in family business. Created a better working atmosphere.
- Difficulties between head and staff member in school. Calmed situation and improved working atmosphere
- Dispute between parents, local authority and school. Resolution of various issues.

### Comments from Clients

- *Many thanks for your calm and effective way in dealing with the various issues and problems raised yesterday at xxxx. I felt for the first time that we had been properly acknowledged and understood and that appropriate actions and decisions were taken. (client)*
- *I felt like a weight has been lifted off my shoulders (workplace client)*
- *Good introduction and clarity. Kept meeting focussed. Avoided drift, Refined keypoints, clarified. (LA)*
- *I wish we had had this conversation much earlier (workplace client)*
- *A very supportive and purposeful meeting (school)*
- *Excellent to be a part of a successful mediation process (support professional)*

### Professional Qualifications and Affiliations

- Accredited Civil & Commercial Mediator *ADR Group May 2014 (+annual CPD)*
- Certified Workplace and Employment Mediator (*Society of Mediators March 2019*)
- Accredited SEND Mediator on joint register of CMC and College of Mediators. Special Educational Needs Mediation Training *KIDS Mediation September 2015, (+annual CPD)*
- Restorative Facilitator Level 2 Practitioner *Restorative Hub Durham & Darlington 2017*
- Elder & Vulnerable Adult Mediation Training *Association of Northern Mediators 2017*
- Accredited International Online Mediator *ADR Group February 2015*
- 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*
- **Member of the Civil Mediation Council Registered Mediator 6102**
- Panels: Association of Northern Mediators, KIDS SEND Regional and Mediator Network

### Career History

1975 – 1981 NHS as trainee, registered nurse, sister, and registered midwife  
1981 - 1983 Two-year short service commission (Captain) QARANC, British Army  
1983 - 1989 Researcher at University of Surrey (Health Service Training)  
1989 - 2007 Prontaprint Durham Partner then Director  
2007 - today (Roundtuit Ltd), Training, Coaching, Mediation  
2017 – today Partner at Sommer & Partner Consulting GmbH, Mediator, Trainer & Coach

**Email:** [help@nancyradford.com](mailto:help@nancyradford.com)

**Mobile +44 (0) 7980 920 078**

*Additional information* <http://www.linkedin.com/in/nradford>