



Tangled up in a conflict?

Problem customers?

Irritating staff?

Fuming inside?

Exploding regularly?

I help you untangle things.

Act now before it gets worse.

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

Business Offer: Prices valid to Jan 2020. Other services available.



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

Online, Face to Face or a combination

After the first complimentary call, I send you a range of options and prices to resolve 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 where to turn? 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.

Conversations not Confrontations

Train your managers and staff to have conversations not confrontations. I provide live training on how to manage yourself in stressful situations, avoid unnecessary conflict, speak your mind, limit damage and restore relationships. Training is delivered in your premises, online or in any suitable venue. Standard training or customised for you. One to one or groups of up to 10.

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 life and relationships by

- ◆ Teaching you how to stay calm & in control
- ◆ Providing tools & strategies for lifetime.
- ◆ Facilitating difficult conversations
- ◆ Opening eyes to solutions to people problems

Specialising in small businesses, charities, family businesses and social enterprises.

Civil & Commercial, Workplace & Employment, Special Educational Needs & Disability and International Online Mediation. Specialist mediation training in restorative facilitation, vulnerable clients and neighbour disputes.

Previously a director in a successful family business, & a manager, consultant & trainer in public, private & third sector.

www.nancyradford.com

help@nancyradford.com

+447980920078



Nancy Radford
Mediation & Coaching

Business prices valid to Jan 2020