



Nancy is an experienced & enthusiastic mediator who excels at listening to all sides, clarifying and translating views so all parties understand. 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 trained and experienced in delivering online as well as face to face mediation. She also provides conflict coaching and training. Nancy mediates online, by telephone and face to face and is based in NE England.

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 decide what outcomes are most important. It also provides 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. **Nancy also offers the options of informal early intervention, online mediation or coaching**

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.

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 coached numerous social entrepreneurs, volunteers and charity staff.

Professional expertise

Nancy has over 5 years' experience as a mediator and has been lead mediator in over 140 mediations. As well as the standard mediation training, Nancy has undertaken specialist training and is accredited for mediations for SEND, Online and for The Property Ombudsman, as well as Workplace and Employment mediations. She has recently attained a restorative justice practitioner certificate as well as training in mediating in cases with mental capacity issues. She is the author of [*Conflict First Aid: How to Stop Personality Clashes and Disputes from Damaging You or Your Organization*](#), based on research and experience (Jan 2018). **She is fully insured for professional indemnity & public liability.**

▪ 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.

Examples of recent cases

- Tenant & Landlord disputes
- 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. (Local authority)*
- *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 (on board), KIDS SEND Regional, Collis Mediation, Mediator Network and Northern Dispute Resolution

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 – 2020 Partner at Sommer & Partner Consulting GmbH, Mediator, Trainer & Coach

Email: info@nancyradford.com Mobile +44 (0) 7980 920 078
<http://www.linkedin.com/in/nradford>