

Nancy Radford

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

Strengths

Communication & Interpersonal: Excellent at calming situations. Deals with grievances, dismissals and redundancies in a fair and constructive way. A gentle persuasive manner with people from all walks of life. Good and 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 and CAAP Flourishing Communities conferences. Conflict Workshop at CFO Executive Summit, Prague

Training and Development: Skilled at designing and delivering 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). Designed and delivered confidence & resilience training for long term unemployed, sales & communication workshops for various networking organisations, management information systems training for franchisees, 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). Designing & delivering a workshop for senior managers in local government on coping with emotions and stresses of staff affected by terminal illness. Setting up an Online CPD program for Northern Mediators Association. Designing & delivering 3 session conflict handling course for charity managers.

Analysis and Strategy: Investigation of options, analysis, explanation and implementation. **Key achievements:** Nationwide implementation of direct entry midwifery courses following publication of research and the toolkit 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. Working with St Cuthbert's Hospice on two projects; researching & communicating social return and evaluation of pilot.

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 in our own business. Setting up operation of a new educational centre. Working with trustees & staff in a small charity to make the organisation financially viable and compliant with charity commission guidelines. Handling the change from traditional print to digital with minimal staff turnover and improved profitability in Prontaprint.

Employment

Current and continuing since 2002 Roundtuit: Delivering mediation, mentoring, coaching and training to individuals, small charities and SMEs. **SEND Accredited mediator** (Joint Register CMC & CoM). Registered (6102) on Civil Mediation Council for **Civil & Commercial Mediation & Workplace Mediation**. Working as panel mediator for **Kids Regional Mediation Panel (SEND) & Collis Mediation (SEND)**, **Association of Northern Mediators** and **Mediator Network**. Associate with **Social Enterprise Acumen**, coaching & consulting with social enterprises and charities. Partner in **Sommer & Partner Consulting GMBH** **December 2010 to April 2014 Harrison & Harrison Organ Builders**. Facilitating change, in addition to responsibility for Human Resources, Marketing, and Contracts. H&H was a 150-year-old family owned 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, resigned to concentrate on conflict resolution through mediation, coaching and developing workshops.

March 2010 -November 2010 Temporary Contract with Corepeople Recruitment Ltd for Durham County Council. Initially responsible for facilitating a range of community groups and agencies to identify needs and priorities, planning and monitoring project delivery, and facilitating press releases and publicity, then an Enterprise Coach. This role entailed raising interest in enterprise, providing client-centered, goal focused, individually tailored support & to facilitating the start-up and development of successful small and medium sized businesses. Unfortunately, the project funding came to an end.

June 2009 to end Feb 2010--Lifespan Complementary. Employed to develop this small local charity, which provides complementary therapy to terminally ill people in the community. Implemented changes making the charity sustainable financially and compliant with charity legislation. By developing existing staff, discovering new sources of funding, and implementing systems, Lifespan is now operating cost effectively and continuing its work in a difficult economic climate.

Aug 1 2008 – June 2009 Acumen Community Enterprise Development Trust A short term contract to set up Possibility Place, a social enterprise to research, develop and deliver 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. Four courses accredited, sessions delivered over 200 people, social franchising model devised and facilitators trained, as well as developing Healthy Challenge course. Won national award for best non profit training.

January 2008 –July 2008. The Work Place (Aycliffe) Ltd This job was to set up a brand new educational resource company (a trading subsidiary of The Vocational Learning Trust Ltd) which was privately funded. This included advising on suitability and 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 to run the organisation.

May 1989 -Aug 2007 Bison Paradigm t/a Prontaprint Durham. As one of the two directors, with specific responsibility for innovative solutions & technical advice to customers, managing human resources, researching & implementing systems (administration, sales, credit control and marketing). In 2002 set up Roundtuit, offering a range of services for authors & to other printers for self-publishing and making the most of digital technology and management systems.

January 1984-March 1989 University of Surrey, Dept of Education Research Fellow on several projects dealing with major changes in health care training. This included creating, distributing and analysing questionnaires, interpreting results, writing documents for a variety of audiences, presenting at conferences, and recommending strategies and solutions for problems identified. 3 publications

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

Details of previous roles in NHS and references on request.

Education

Workplace and Employment Mediation Certification Training (Society of Mediators) March 2019

Restorative Facilitator and Community Mediation Training Oct/Nov 2017

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

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

Specialist Courses

Introduction to Mediation for Managers (ACAS)

Common Purpose Tyne & Wear Meridian

Introduction to Positive Psychology (CAPP, Warwick)

Internal Auditor ISO 9001:2000 (Bishop Auckland College),

Introduction to Marketing (Chartered Institute of Marketing)