

Comments on Nancy's Mediation Services

We have used the services of Nancy on several occasions and for staff training. Nancy has a way of engaging people and supporting them to work through some very difficult issues in a supportive way. We have had great results and learnt a lot as a team. She is a skilled and an inspirational professional who comes highly recommended. *(CEO, workplace trainings/mediation)*

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 after a fairly long & emotional mediation)*

I had the opportunity to observe Nancy - she is an excellent communicator and mediator. She is business-like, impartial and compassionate and much more. If I needed a mediator I would not hesitate to come to Nancy. *(Mediator colleague)*

Nancy provided an excellent service and brought much clarity to the situation. She enabled us to navigate through a potentially tricky dialogue with confidence and her approach was much appreciated. She also worked in ways which helped "lift the lid" on personal blind-spots and this too was really helpful. Thoroughly professional, knowledgeable and competent, I unreservedly recommend Nancy to you. *(participant, workplace)*

Just wanted to pass on our thanks again for all your advice during this process. I know that for you it is just part and parcel of your day job, but honestly you explained the whole process so clearly and calmly and with such warmth that you took some of the uncertainty and fear away and although we knew (perhaps) we had a battle on our hands we were somewhat prepared! I know we still have some way to go yet - and it isn't over, but for now a very big thank you. *(participant, settled before joint meeting)*

Empathic approach which made it easy to talk and say anything - which is very "free-ing" and good role-modelling. *(participant, workplace)*

I found speaking with you ... very useful; it boosted my self-esteem and confidence *(participant workplace)*

I felt that it was helpful to both parties and we reflected that this was our mutual experience. Being given the opportunity of a debrief straight after the mediation meeting, was also a bonus. *(participant workplace)*

Being given gentle and encouraging feedback on my written summary issues was very helpful. Also, when we went off on tangents, you brought the discussion back to be more focused on the relevant issues and held us to time really well. *(participant workplace)*

I would definitely recommend you! Positive re-framing has been excellent, particularly when historical high pent-up emotions are involved. *(participant workplace)*

What could have been done better Not much! If was to be absolutely picky (and I am being picky here!), I would say that it may have been an option to think about a venue other than my workplace.. Some of the outcomes agreements could have been "smarter" - most were, but not all eg, timescales by which I need to provide data to the other party.

However, please note that neither of these things detracted from achieving my main objectives and are very minor points. (*participant workplace*)

You cheered (*young person*) up anyway – (YP) was listening in and said you have a kind voice

Thank you so much for helping me understand the process of mediation and explaining the issues involved it made a massive difference to me as I was feeling very overwhelmed by everything. (*participant, settled before joint meeting*)

Many thanks for your support through this, it was really helpful to have you run that meeting. I really do appreciate your truly professional manner, it helped to keep things really clear. (*participant*)

I felt like a weight has been lifted off my shoulders (*workplace client*)

I wish we had had this conversation much earlier (*workplace client*)

I just wanted to say a massive thank you for your time today and for all of your help. We are so very grateful for your hard work and time to help us on the road

(*mediation participants*)

Thank you very much for being able to deal with this so quickly. The feedback from both parties is that they both got a lot out of the process and it has really helped them. (*Manager after workplace mediation*)

Thank you for being such a wonderful mediator, it was lovely to meet you (*teacher*)

Good mediation with clear lead from mediator. Thank you (LA)

A very supportive and purposeful meeting (*school*)

Good introduction and clarity. Kept meeting focussed. Avoided drift, Refined keypoints, clarified. (LA)

Mediator was very supportive and conducted the session in a very professional manner. (LA)

A well run process. Thank you. (*college*)

It was all very useful, particularly the opportunity to speak with Nancy beforehand (SENCO)

It was a very useful meeting with excellent outcome for young person (SENCO)

Excellent to be a part of a successful mediation process (*support professional*)

The whole process ran smoothly with the support from KIDS. (*Parent*)

Thank you, Nancy, for all your help and advice. We are delighted with the outcome. (*Client*)

Very helpful and reassuring (*Parent*)

Thank you so much for yesterday. I thought you were amazing through the whole process from the beginning to the end. Not just with the mediation but through the

whole process and reassuring us all. I couldn't have asked for a more understanding and caring person. I would have no hesitation in recommending yourself to anyone in a similar situation. (Parent)

Well managed and successful mediation meeting (Parent)

Thank you for letting me observe. The technology worked and I found that the ability for people to go into break-out rooms really useful (just like in a face to face mediation). You managed the time well and orchestrated the meeting in such manner that decisions were made. I also noticed that when completing the outcome form you subtly made participants commit timescales. So all in all, I think you managed the meeting really well. I would have liked to see a bit more drama/fight, as this one was amicable and calm.(observer in mediation)