



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 prices valid to August 2022. Private client services also available.



Problem Customer £140

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 £200

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

After the first complimentary call, I send you a range of options and prices to resolve things quickly & effectively. Fixed price online small claims mediations start at £150.

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 . Includes printed book, [Conflict First Aid](#) (RRP £20) with exercises & examples.

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 online and can be customised for your situation and business. One to one or groups of up to 10. Interactive and engaging.

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 explore of the options. I have a number of trusted specialists I can recommend if my services are not right for you.

Business prices valid to August 2020. Private client services also available.



Nancy Radford
Roundtuit Ltd

*Mediator **Trainer** Coach*
When I listen,
*people **start** talking &*
***stop** arguing*

Nancy is a mediator, trainer and coach, specialising in SMEs, schools, charities, family businesses and social enterprises.

She offers expert, affordable help with personality clashes, awkward customers, board battles, director disagreements and family business disputes.

She helps improve your life and relationships by

- ◆ Teaching how to stay calm & in control
- ◆ Providing tools & strategies for lifetime.
- ◆ Facilitating difficult conversations

Civil & Commercial, Workplace & Employment, Special Educational Needs & Disability and Online Mediation.

Additional specialist mediation training in restorative facilitation, vulnerable clients and neighbour disputes.

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

First exploratory conversation confidential & free

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