

# Nancy Radford

## Conflict Resolution Profile



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 or by telephone. (Face to Face may also be an option)

### 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 gives time to think through options. This vital preparation work combined with a positive and calm approach results in 85% of cases settling on the day. If there is no settlement on the day, Nancy is happy to continue working with the participants if agreed, 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 15 years she has been a business advisor, specializing in conflict resolution and mediator.

#### Experience of public and third sector (charity and social enterprise)

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, public sector and charity staff.

#### Professional expertise

Nancy has 8 years' experience as a mediator and has been lead mediator in over 400 mediations. She is accredited for mediations for SEND, Workplace and Employment mediations as well as Civil & Commercial. As well as the standard mediation training, Nancy has undertaken specialist training to mediate online and with vulnerable adults. 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.

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## 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 *(full CV available on request)*

1975 – 1981	NHS (training, registered nurse, sister, and registered midwife in hospital and community)
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

## Examples of recent cases

- Serious issues between members of Advisory Committee of a charity
- 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
- Workplace mediation between manager & team member—resolved & repaired working relationship
- Employment mediation between senior employee and constabulary. Settlement

## Comments from clients of mediation and early intervention

### Mediation

*We just wanted to thank you personally for your Mediation services today. We had felt extremely nervous leading up to today and weren't quite sure what to expect, especially given that the session would be virtual. You put us at ease from the outset and we were very impressed at your skill in managing the dynamics. The outcomes we had hoped to achieve were met and are now in motion. We have breathed a huge sigh of relief, our first in weeks. (participants)*

*The session with Nancy today was brilliant, she is very skilful and has great insight. It went extremely well and the outcome has been very positive. (workplace mediation participant)*

*We were very impressed with the level of service we received. The Mediator Nancy was fantastic, very informative and helped put our minds at ease. As we were new not only to the mediation process but also the Zoom call communication method. Nancy explained everything from start to finish. We felt very comfortable with her and the whole process ran smoothly. (mediation participant)*

*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)*

*Apparently, everyone needs a Nancy (MD of company after successful workplace mediation)*

### **Early Intervention (Training/Coaching)**

*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)*

*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)*

*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)*