

AMANDA BUCKLOW
commercial mediator



mediation skills in business
TRAINING AND SERVICES

mediate |



Mediation and mediation skills are essential for effective business management. They are at the heart of communication, innovation, leadership and sustainable business development.

communicate |



Forget about PowerPoint and statistics. To involve people at the deepest level you need stories.

Bronwyn Fryer, Senior Editor, Harvard Business Review, June 2003

innovate |



Innovation is about harnessing available resources and the creativity of your people to deliver growth and efficiencies.

navigate |



Business leaders need exceptional skills to navigate the demands of regulation, legislation, corporate governance and risk management and to develop policy and strategy for sustainable business.

facilitate |



Facilitate progress and success. Make curiosity your best friend. Anticipate risks, change course, negotiate better deals, develop strong and lasting business relationships. Align policy and strategy with the needs of the people involved.

case studies



A summary of types of cases and feedback from parties and their advisors. Due to the confidential nature of mediation, names and identifiable features are changed.



A communications programme for a new risk management process including new competencies, training, on-line booking system and on-line discussion forum.



The development of a web-based planning system with the end users, a system recognised by Microsoft® as the first use of the technology world-wide. Email and telephone coaching.



The design of a powerful presentation to win a new client. One and a half days to realign business, redefine roles of senior team, evaluate potential client and design presentation.



Strategy building for NGO seeking to operate in a new paradigm including vision, roles and resources.

AMANDA BUCKLOW



Mediation experience

Accredited by CEDR in 1996. Member of Chartered Institute of Arbitrators. Advanced mediation training MATA 2002, 2003 and 2005, CPR 2004.

9 years experience mediating over 200 disputes.

Amanda is particularly effective

- with large organisations
- with very 'difficult' parties
- when previous attempts at mediation or dispute resolution have failed
- when parties need to continue their relationship.

Areas of specialist knowledge: employment, rail and transport, safety culture, fashion (manufacture and retail), metals trading and smelting, large organisations, SMEs and owner/entrepreneur.

During her corporate life, she witnessed countless disputes and the consequential human and financial costs. Consequently, she was an early advocate of the wider benefits of mediation and ADR (alternative dispute resolution) in business life and has pioneered the effective use of mediation skills within organisations to improve communications, performance, compliance, competence and leadership skills and to promote sustainable business.

As well as delivering her own courses, Amanda is a

member of the MATA faculty for the Chartered Institute of Arbitrators' accredited mediator training course. She is also a frequent speaker on leadership and *managerial courage* which combines the essential skills for effective stewardship of an organisation's most important assets - people.

Client Sectors:

Employment

NHS

Police

Rail Industry (Network Rail (Railtrack), Railway Safety and Standards Board (RSSB), Eurostar, London Underground)

Internet Technology

Charity and NGO

Further training and research work:

Currently studying for Masters in Laws (UCL)

Mediator Competence in association with Leicester University

Professional Memberships:

Chartered Institute of Arbitrators (MCIArb)

Centre for Effective Dispute Resolution

Association of Business Psychologists

National Union of Journalists

Publications

Commentator in *Butterworths Mediators on Mediation – Leading Mediator Perspectives on the Practice of Commercial Mediation*.

Tottle Publishing September 2005

ISBN 1-845-92081-3



Liberation

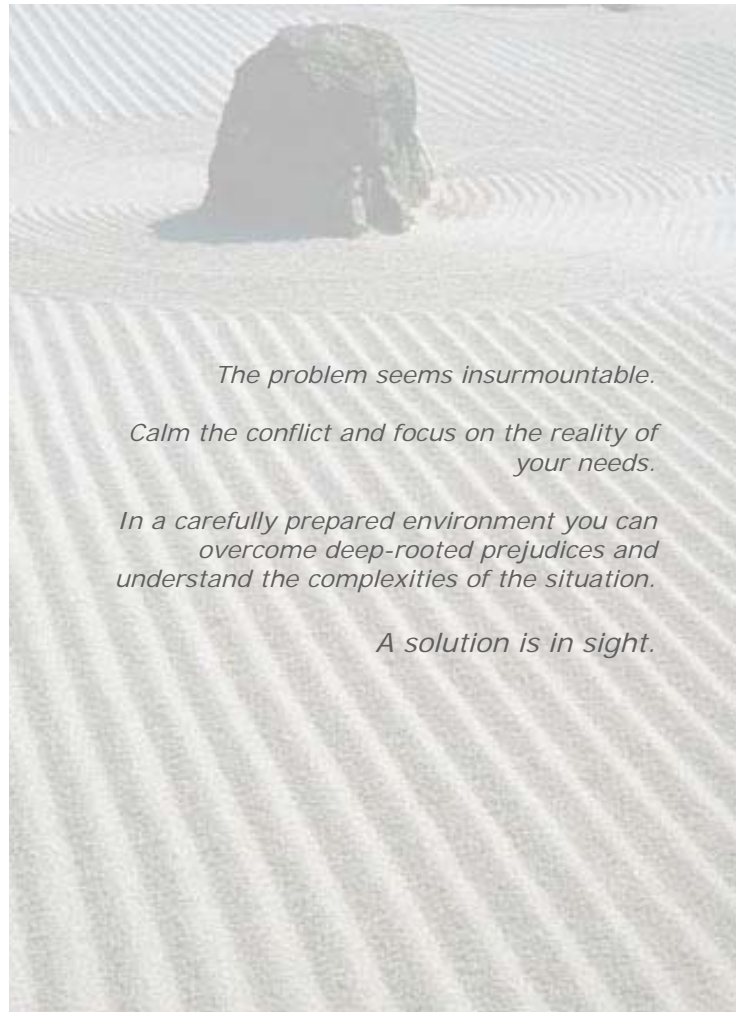
Letting go of rigid attitudes and worn-out behavioural patterns allows extraordinary potential for growth

10 good reasons to use mediation

Mediation

- 1 is confidential
- 2 identifies choices and options to aid decision making
- 3 can be tailored to the individual circumstances and type of dispute
- 4 strengthens relationships
- 5 provides an opportunity for open communication
- 6 provides an environment for creative thinking and innovation
- 7 allows people to co-operate and feel good about it
- 8 helps build bridges for constructive dialogue
- 9 allows people to negotiate who might otherwise be unwilling to do so
- 10 enhances the role of the lawyer in meeting the client's needs.

Mediation is now embedded in the Civil Justice System which considers litigation as the last resort for resolving disputes. Eight out of ten mediations settle. Most take just one day.



The problem seems insurmountable.

*Calm the conflict and focus on the reality of
your needs.*

*In a carefully prepared environment you can
overcome deep-rooted prejudices and
understand the complexities of the situation.*

A solution is in sight.

m e d i a t e

Mediation is assisted negotiation: its aim is to reduce the human and financial costs of disputes.

Mediation skills are as essential in business as competency, health and safety, risk management, corporate governance and financial planning. They increase effective management in all areas of a business.

A skilled and experienced mediator creates the environment and opportunities for sustainable outcomes.

feedback:

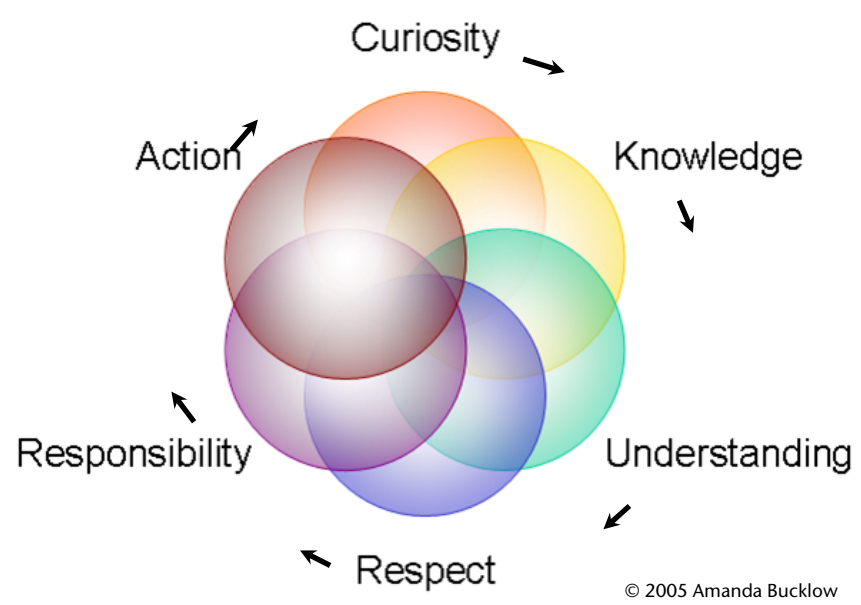
“Amanda achieved a careful balance between the hard commercial and legal facts and the human issues.”

legal representative at a mediation

“Amanda is one of those rare people who can open channels of communication when there appears to be no way forward.”

David Sargent, PWC

**Make curiosity your best friend
It is the first step towards taking action.**



mediation - a core business tool

Even the smallest dispute consumes valuable resources, resources which could be better used in developing business and designing future success.

Business managers at every level of the organisation need a complete understanding of the benefits of mediation and the value it can bring to the business as a whole before they can confidently take action.

The appropriate use of mediation can

- reduce management time spent dealing with disputes
- reduce stress levels for employees
- protect important internal and external relationships
- reduce tangible and intangible costs
- manage risk
- encourage innovation and develop sustainable business.
- enhance reputation

1 day training

mediation is good for business

At the end of this course participants will

- understand the benefits of mediation as an effective business tool
- understand why a dispute may not be suitable for mediation
- understand the legal context for mediation know how to start the process and how to choose the mediator
- have explored the benefits of using mediation clauses in contracts
- understand the wider business benefits of mediation skills

This is a highly interactive, discussion based course. Participants are encouraged to provide examples of current issues to enhance the relevance of the course for them and their roles.

Suitable for in-house legal departments, procurement, supply chain, HR and senior management.

A half-day version is available which is a commented demonstration of a mediation showing the process and progress of a typical mediation.

2 days training

mediation skills for effective management

mediation skills for effective management is a foundation course in core skills for senior managers and business leaders seeking to

- reduce the number of disputes
- resolve disputes
- manage risks
- develop policies and strategies that meet the needs of the organisation
- improve working relationships
- enhance communication skills
- develop innovation and creativity as ways of working
- develop sustainable business
- design better contracts

The course content can be tailored to specific needs, for example,

- Mediation skills for project management
- Mediation skills for human resource management
- Mediation skills for safety leadership

Suitable for directors, heads of department and senior managers and works best when the participants are a cross section of the management team.

**encourage innovation and
develop sustainable business**



Used tyres transformed into buckets. Marrakech.

e-coaching for managers

Mediation skills training is the beginning of an important change in the way people communicate and work together. E-coaching helps people to maintain and develop the benefits gained from attending one of the courses.

This is achieved in two ways:

- A dedicated on-line forum where attendees from the course can share their questions, concerns and insights.
- Individual coaching by email for an agreed period following the completion of the course.

feedback from forum users

“A forum like this is a really good way for the industry to discuss things and support each other. A good way to bring improvements driven by the people doing the job.”

Maintenance planner, Network Rail

“As a tool for communicating safety and good practice it is one of the best I have come across.”
Mark Elphick, Health and Safety Manger



navigate

To navigate the unknown we need outstanding leaders. Leaders with courage to take risks without risking all. Leaders with a profound sense of self, charisma, personal power and who are not egotistic. Leaders who are in front but not too far ahead; who show strength without overwhelming and who are, above all else, outstanding communicators.

Managerial Courage is a course for leaders at all levels of an organisation.

It takes leadership *from hero to host*. This course incorporates the essential skills of the mediator, storyteller and creative thinker in a way that builds effective leadership and stewardship of the most valuable assets of an organisation - it's people.



**Forget about PowerPoint and statistics.
To involve people at the deepest level
you need stories.**
*Bronwyn Fryer, Senior Editor, Harvard Business
Review, June 2003*

facilitate

Stories are the way in which humans have communicated core values and wisdom for millennia. Understanding what makes a good story and having the skill to create an inspiring vision, is vital to good leadership.

Our methodology draws on years of research and experience of inspiring organisations to see their own stories as a resource for good communication, building trust and enhancing relationships.

Amanda has facilitated groups from two to over 200 people and has facilitated conversations about important issues with thousands.

“Amanda is a brilliant facilitator. With her help we were able to gain clarity and agreement on a number of fundamental but unresolved issues within our organisation and go away with a two year plan of action with identified resources and leaders for each theme. She has the flexibility and insight to be able to deviate from a planned programme and seamlessly adjust the process to deal with new issues as they surface. She also offers first class feedback, identifying both strengths and weaknesses with humour, tact and first-class intelligence. If Amanda were a car she'd be a Rolls Royce.”

Diana Basterfield, Co-Founder, ministry for peace

E: amanda@amandabucklow.co.uk
www.amandabucklow.co.uk

F: 0870 055 8307

The I Ching illustrations are by Klaus Holzka. They are used by kind permission of AG Mueller, CH-8212 Neuhausen am Rheinfall, Germany www.agmueller.com.

All photographs and other illustrations and content
© 2005 Amanda Bucklow