



## Heather Bryan

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### **Profile:**

Heather is an independent Civil and Commercial Mediator with a background in public sector services. Having gained accreditation through UK Mediation in 2009, Heather has continued to build on her professional portfolio. Heather is passionate about working with people, her calm and supportive style offers individuals and businesses alike, a positive approach to dispute resolution.

Heather is an experienced communicator, who can easily build rapport with her clients whilst guiding them through the process of mediation. Her style is one of facilitation and encouragement with the skills to reality test, leading clients to a workable agreement.

### **Professional Qualifications:**

Civil and Commercial Mediation; UCLan/CMC; 2016  
Workplace and Employment Mediation; London School of Mediation; 2016  
MSc Leadership and Management Development; Edge Hill University; 2017  
Mediation Practitioners Certificate; UK Mediation; 2009  
Batchelor of Education; University of Manchester; 1986

### **Mediation Experience:**

Heather has a depth of experience in managing workplace conflict, disciplinary investigations and grievances. Her background and experience bring a wealth of knowledge and expertise to her mediation work in areas of Workplace and Employment disputes.

As an independent Mediator, Heather continues to develop a breadth of experience in Civil and Commercial disputes and is especially interested in:

- small claims
- private client disputes
- wills and probate
- boundary, noise and nuisance issues
- insolvency and debt recovery
- landlord/tenant disputes
- breaches of contract
- workplace conflict
- shareholder disputes



Heather is an active volunteer Community Mediator with Smile Mediation, Lancashire, working with a range of tenant issues.

In addition, Heather is a Special Educational Needs Mediator with Kids Mediation, working across the North of England.

### **Career:**

Heather has had a long and successful career as a strategic manager in public sector services for over 27 years. Her background has been within the provision of services and supports to adults with disabilities specialising in complaints management, workforce development, investigation services, policy and change management.

In 2016, Heather took the opportunity to establish 20:20 Mediation Ltd., which has benefited from her dedication, experience and knowledge in all aspects of dispute resolution.

### **What others have to say...**

*'Heather is analytical and objective in her thinking and remains calm and level headed even in pressured situations. Her manner and approach is always professional.'*

*'Heather's excellent interpersonal skills proved invaluable, especially when undertaking difficult conversations'*

*'Excellent communicator, down to earth, logical, approachable, tactful and perceptive'*

### **Demonstrative Experience as a Mediator:**

#### Commercial

Contractual dispute in regard to alleged mismanagement of the contract, poor standards of work, and inflated invoices

Dispute in regard to breach of contract – design and manufacturing

Dispute regarding unpaid invoices, disagreements over service delivery and expectation and, the termination of a contractual agreement.

#### Property, Landlord and tenant

Dispute between neighbours regarding the misalignment of the property boundary and access

Dispute between tenants regarding access to communal areas, storage and noise

Dispute between neighbours regarding the behaviour of children and the impact on a local business

Dispute over the use of unregistered land to the side of private properties

Dispute in regard to the defective installation of a new bathroom in a private property

#### Workplace

Harassment in the workplace due to alleged over adherence to Health & Safety Regulations

Breakdown of trust and communication between a worker and their manager

Management of long term absence within a School setting due to stress and anxiety

#### Special Educational Needs and Disability Mediation

Disputes between families, schools and the Local Authority in regard to the assessment and provision of Education, Health and Care Plans under the SEND Code of Practice 2015

#### **Other professional Experience:**

2016 to present: Managing Director of 20:20 Mediation Ltd

1989 – 2016: Strategic and Operational Manager within Lancashire County Council supporting the development and delivery of adult social care provider services

#### **Professional Associations and Mediation Panels:**

Civil Mediation Council

Kearns Mediation

Association of Northern Mediators

College of Mediators

Kids Mediation Service

Clerks Room