

# Liz Rivers



Liz has been an accredited mediator since 1992 and was the first woman to be accredited in the UK.

## Mediation Experience

- A mediator with over 20 years' experience, she is a specialist in workplace, organisational, employment and partnership disputes.
- Recommended by Chambers Directory as a leading workplace and employment mediator since 2001.
- Liz is also highly experienced as a conflict coach and facilitator.

### Workplace:

Typical situations successfully mediated:

- Disagreements at board level which are affecting top team performance
- Allegations of bullying
- Rebuilding a relationship after a grievance or disciplinary has been conducted
- As a collaborative alternative to raising a grievance
- Resolving a stand off where a manager and team member cannot agree to sign off an appraisal
- Differences in style and approach which are causing conflict

She mediates between line managers and direct reports, between peers and within teams.

### Employment and partnership:

- Unfair dismissal
- Sex discrimination
- Sexual harassment
- Whistle blowing/protected disclosure
- Flexible working arrangements
- Race discrimination
- Disability discrimination
- Bullying and harassment
- Contractual disputes
- Partnership disputes

## **Conflict coaching**

Liz is in demand as a “conflict coach”, which involves working behind the scenes with parties who are about to enter a negotiation or mediation or handle a tricky HR issue, giving them greater confidence and skill in those discussions.

## **Style**

Liz brings a unique blend of legal expertise, organisational understanding and psychological depth to her mediation practice. She is equally at home dealing with strong feelings and interpersonal dynamics, as well as hard-edged risk analysis and negotiations.

She understands that relationships are at the heart of conflicts at work and she helps people gain clarity about whether a relationship can be repaired or whether it needs to come to an end. If the latter, she helps parties to do this as painlessly as possible.

For individuals, she supports them through career-critical events to get their career back on track. For organisations, she helps them resolve differences with minimum disruption so that they have a productive and engaged workforce.

## **Professional experience**

- Commercial litigation lawyer with Eversheds, London from 1986 -1996
- Experienced executive coach specializing in women’s leadership
- BACP Registered psychotherapist
- Highly experienced trainer and coach of mediation skills. She teaches on Core’s flagship mediation and negotiation skills course and for CEDR around the world including Hong Kong, Nigeria, Switzerland, Italy, Spain, Portugal, Austria, Malta, Hungary and at the UN. She has personally coached more than 1000 trainee mediators over 20 years
- Teaches conflict resolution skills at Greenwich University Business School on its Advanced programme for ACAS conciliators
- Has taught conflict resolution skills on the Surrey University Business School Executive MBA programme
- Trained facilitator with extensive experience of designing and facilitating complex, multi-stakeholder meetings.

## **Professional memberships and Accreditations**

CEDR, Association for Coaching, Law Society, FRSA, BACP (Registered)

## Feedback

### Chambers Directory

- *A first-class mediator...her creative style marks her out as an innovator in the field*
- *Excellent at dealing with sensitive disputes – she doesn't come in with a predetermined style, but is willing to take her cue from the parties*
- *Brings a flexible and perceptive approach to her mediation work*
- *Brilliant at deflating tensions... she avoids the pitfalls of an overly legalistic approach, instead adopting a calming and understanding approach that is ideally suited to her caseload*
- *Inspires confidence by adopting a composed yet authoritative approach and is praised for her calmness and ability to steer parties away from deadlocked issues*
- *She approaches the role of mediator imaginatively and is extremely conscientious.*
- *She manages mediation superbly and takes an active approach to help parties think through what the implications are and what choices they might make*

### Conflict coaching

- *“Liz helped us strategically to work out all the possible outcomes of mediation, even the ones we didn't want to look at. She was also great at exploring how best to communicate so that the other person in the dispute would listen, which proved invaluable at a critical point in the proceedings. Both her legal and psychotherapeutic background make her invaluable as a mediation coach”*  
GP in a partnership dispute.
- *“This coaching was worth its weight in gold. We were far better prepared for the mediation than the other party - and it showed.”*  
IT partner, Thames Valley Law Firm