



Heather Allen

- As well as being a member of the Core panel, Heather Allen is a CEDR Solve registered mediator. She is featured as a leading mediator in Chambers Directory of the legal profession, described as a 'gifted mediator', 'perceptive' and 'alive to every nuance of every case'
- Since accreditation in 1995 Heather has mediated many types of dispute – many with an international element - in areas including property, professional negligence, media, partnership, public sector, multi-party cases, professionals and their regulatory bodies, contractual claims across a broad spectrum of industries, personal injury and complex employment disputes, including discrimination cases and multi-claimant equal pay claims.
- Her mediation appointments are complemented by her wider business facilitation practice that spans nearly 20 years, providing leadership and management development for individuals, teams and groups, and conflict resolution services.
- Heather draws on her broad business experience gained in the oil industry, in advertising, publicity and marketing, and in running a small publishing company as managing editor. This hands-on experience combined with a legal qualification (barrister) enables her to deal effectively with a wide range of commercial disputes. She has a problem-solving style aimed at helping the parties achieve a workable agreement. She applies a clear, direct, practical approach, not flinching from the tensions that so often accompany business and other difficulties.
- Party Feedback:
 - *Gets underneath a problem and sees all of its angles; Totally professional and objective; Focused on agreed outcomes; Picked up rapidly on points of difficulty; Strengths - listening, energy, calmness, maintenance of a secure, positive environment; Managed a very fair and open process; Patience and perseverance; Calm and confident - Inspired trust; Able to be really quite tough.*
 - *Additional comments from lawyers who have worked with her as an assistant include: Heather has tremendous drive and energy; Quickly got the respect of the parties; She seemed to me to be in control throughout; Heather played a difficult role with great discretion.*
- One of Heather's particular strengths is in dealing with power imbalance, perceived or real, and with overt inter-personal and intra-organisational conflict. She is also confident working cross-culturally, having worked abroad as a consultant and in a variety of organisations in the UK on equality policy implementation.

- Heather is well known as a mediator trainer and coach, and she also works regularly with the judiciary and other professionals in developing the use of mediation. Heather has worked internationally training and assessing mediators, and has also contributed in jurisdictions abroad that are planning to introduce mediation as part of their civil justice system.
- Heather is one of the five elected independent mediator members of the Civil Mediation Council of England & Wales; Fellow of the Royal Society of Arts (FRSA).