



"We all need outside help in relationships and conversations at some time. But it's a rare skill to be able to help people in disputes or just with different styles or perspectives to find a way forward without making judgements, taking sides or giving advice. This is what Peaceworks have been doing quietly but expertly for over ten years now. They have also trained 100s of mediators and thousands of school children in mediation skills.

An example of their work was in a large health charity when Jane, the Director of Care with a nursing background clashed regularly with David, the Chief Executive who was seconded from a senior civil service post. David was excited about being involved at a critical level in the End of Life Strategy for the London Borough where they were based. Jane felt that David was ignoring the needs of their own charity and particularly some of the staff in his enthusiasm to deliver the project leading to explosions of frustration on both sides and a state of impasse on the board.

Peaceworks were called in and two mediators over the course of a day were able to help both parties to listen to each other's concerns, express their own feelings and identify what they both really wanted in the situation. The outcome was a written agreement that gave hope, restored relationship and new energy to a situation where Jane for one had been contemplating taking pre-mature retirement from the charity.

Peaceworks is seeking to become the preferred mediation and facilitation agency for small to medium-sized charities and businesses and can be contacted through their website [www.peaceworks.org.uk](http://www.peaceworks.org.uk) or by telephone 01243 820604."

Chris Seaton  
Peaceworks

...Get trained in mediation skills - our next courses take place in Gwynedd in June 2010 and in Bognor Regis in September and October 2010 - see our website or contact us for details...

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