

IN PLACE OF STRIFE

The Mediation Chambers



Feedback Digest for

AMANDA BUCKLOW FCIArb (Mediation)

Mediation Style and Approach

Amanda has an international profile as a mediator and negotiator. She combines enormous knowledge and experience in the field with a real understanding of what it takes to be a competent and effective mediator.

Her practice includes a comprehensive range of commercial and employment/organisational disputes. She speaks French, German and some Italian and she has mediated in a number of jurisdictions making her the perfect choice for cross-border disputes.

Her style creates just the right tone to maximise communication and mutual understanding and thus optimise the chances of a truly interest-based outcome. She has a reputation for being “very firm” with an ability to effectively challenge parties when required.

She is a recognised leader in advanced mediation and negotiation skills training, has recently trained the first mediators in Greece under the auspices of the Ministry of Industry and in May 2008 became the first Mediation Fellow of the Chartered Institute of Arbitrators.

Amanda has recommendations in Chambers Guide to the Legal Profession and Legal 500

Her current **Chambers** listing states

This independent commercial mediator is widely praised for her impressive capability in regulated infrastructure sectors such as rail and telecoms, in which she is considered “ahead of the pack,” and in employment disputes. Interviewees lauded her as “a Renaissance woman, hugely skilled with a disarming and matter-of-fact manner, and an enormous background knowledge.” They highlighted her deft handling of highly sensitive and complex mediations, as well as her contribution to the ‘industry thought process’ through papers and conference appearances.

Her current **Legal 500** listing states

“A veteran of some 600-odd mediations, Amanda Bucklow is regarded as an ‘exceptional mediator’. ‘Firm but facilitative’, she is rated for her ‘great stamina, perseverance and patience’ and ‘non-confrontational’ style. Her ‘uncanny ability to read the underlying dynamics of a dispute’, combined with a strong commercial background, make her a top choice for ‘complex mediations requiring advanced skills’.”

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Themes emerging from feedback

Brings something unique

“... a great gift of getting to the heart of the matter.”

“I consider Amanda to be one of the best mediators in the UK.”

“As you can imagine, having spent 6 years in litigation, the relief was enormous and hopefully we can now all move forward with our lives and businesses. I would certainly recommend your approach to mediation.”

Thorough preparation and understanding of the issues

“... a remarkable understanding of the complexity of the legal, commercial and people issues.”

“... every mediator should prepare this well.”

“... clearly very experienced. Knows her stuff.”

“...carried a huge amount of information in her head. A formidable memory for detail.”

Ability to connect, engage

“I like your style, your ability to tune in to all kinds of people. You got me to re-visit my own strengths and brought out the best in me.”

“On a personal note thank you for facilitating my personal meeting at the end. The ability to say emotional things, no hard feelings, have lunch etc, was valuable for us both.”

“...incisive, well timed questions.”

“...a real talent for engaging people.”

“...very professional, outstanding communicator...”

“instinctive and pragmatic.”

“she evinces a fantastic ability to empathise and build a rapport with people.”

Stamina, persistence and calmness

“Getting any sort of agreement was a major achievement in the circumstances. This required a great deal of stamina and ongoing alertness to commercial issues in the context of government policy imperatives over a period of 5 consecutive very long days.”

“I thought the pressure you exerted was sufficient, within bounds of politeness, to trigger serious and frank discussion among the team about the real issues.”

“You are very firm! It’s clear to me and the parties that you have a lot of experience of guiding people through this process. Also that you have seen much weird behaviour, distress, game-playing and difficulty before.”

“Showed great determination to achieve an acceptable outcome. Adapted well to the local environment. Insightful. Calm and appealing personality which, together with the other attributes listed above, makes Amanda a person who is particularly well suited for this type of work.”

“...an excellent balance of pace and patience.”

“persistent.”

Favourite Feedback

“I was immensely validated and supported by working with you.”

These comments, taken from direct user feedback, represent a fair and balanced summary of the responses received.

Charles Middleton-Smith Commercial Mediator, London.

Code of Ethical Conduct

In Place of Strife

Mediator Links:

In Place of Strife, London <http://www.mediate.co.uk/>