

The Mediation Agency

Professional mediation services & training



The Mediation Agency **Mediation Training & Services**

*"You can't shake hands
with a clenched fist."
~ Indira Gandhi*

The Mediation Agency was founded by the world's first doctor of mediation, Frank Hanna and his partner, acclaimed US mediation specialist, Nancy Peterson. Established ten years ago in the USA, where mediation is a proven and respected discipline, the company has successfully launched its UK operation and plans to roll out its services across Europe in the future.

Based on the Isle of Man, The Mediation Agency operates throughout the UK and Ireland working with a broad client range including businesses, sporting and social organisations as well as families and individuals. Its mission is to help people to resolve their disputes through mediation instead of jumping into the emotionally draining, costly choice of litigation, and to provide the best training for people wishing to learn the skills needed to become a mediator.



What is Mediation?

Mediation is a form of dispute resolution that offers a powerful and viable alternative to litigation. A widely used technique, it resolves conflicts through the use of an impartial mediator to help the parties address issues that may need resolving. Mediation is successfully employed by businesses, many professional bodies and groups such as sports teams, police departments, law firms and family units.

Range of mediation services

The Mediation Agency specialises in three areas:

- **Mediation training** - The Mediation Agency offers a full range of mediation courses, ranging from seminars to residential courses, online sessions and video link tutorials. The agency encourages mediators to remain true to their own particular personalities and inborn negotiation skills. This makes for revolutionary training, with innovative and engaging techniques to teach people to be the best mediators that they can by finding their very own style. The Mediation Agency can teach people from all walks of life to be mediators: from teachers to housewives, solicitors, or anyone with an interest in the subject.
- **Mediation services & consultancy** - The Mediation Agency's team of mediators are highly trained, experienced across all sectors of mediation and unerringly neutral. Areas of expertise range from workplace mediation, council or town disputes, sporting conflicts, police departments and family or neighbourhood issues. [www.mediationagency.com]
- **Conflict avoidance** - Primarily focused on workplace issues, this method adopts many of the same principles of mediation, educating people in the workplace to approach any potentially contentious issues before serious conflict develops. This is invaluable training for organisations as diverse as businesses and educational establishments.



Dr. Hanna lecturing Arizona State University graduate students in 2005



Frank Hanna became interested in alternative dispute resolution following a long and successful career as a solicitor in Northern Ireland throughout the 'Troubles'. In the early 1990's Frank went to the USA to study mediation, where he gained his academic qualification in mediation from prestigious universities, Harvard and Pepperdine. Following his study, he went on to practice extensively in the community, in private practice and for the US government.

Hanna became *the* name in mediation in Arizona where he was based. In 2003 he became the first elected President of the Arizona Dispute Resolution Association. He was approached by major cities in the State to teach teams of community mediators and he devised his own, unique teaching programme, with an innovative style and methodology.

Dr Frank Hanna has taught high profile figures from the world over, including a former Minister of State at the Foreign and Commonwealth Office, and a former head of BBC Daytime Television. He has now graduated over 600 mediators, lectured widely on the subject, held mediation web conferences, taught online, and is professor of conflict studies at two American universities.

As a practising mediator, Frank has been involved with over 2,000 cases. He was retained by the United States Government as a contract mediator for the Equal Employment Opportunities Commission (EEOC, similar to the EOC in the UK and the Equality Tribunal in Ireland.) He has also mediated for police departments, city departments, large companies and governmental agencies in America. A case of particular note involves successfully mediating a dispute between the Apache tribe, a Navajo Indian and a white man who owned a company on a reservation.



In 2004 he published his first book: Conflict Resolution and Mediation in the Real World. Currently Dr. Hanna, and partner Nancy Peterson, are extending their revolutionary mediation training across the United Kingdom.



Nancy Peterson, M. Med., has many years of experience mediating with the Arizona Superior Court Mediation Program, the office of the Attorney General, Maricopa County Adult Probation Program and in private practice. In 2005 Nancy was appointed as the Director of Education for New York State Dispute Resolution Association and continues with them as a consultant.

As well as being an accomplished mediator, Nancy teaches mediation techniques, and due to numerous requests from her students, she wrote an on-line mediation dictionary to serve as a ready resource for mediators and to acquaint the public with mediation terminology;
www.mediationdictionary.com



Nancy teaching an Arizona law firm from her office in New York in 2006

Nancy also designs and teaches courses for internet or live presentation on topics such as Workplace Conflict Management, and an introduction to mediation entitled, Mediation: a beginner's guide. Additionally she developed an internet course called Mediation Principles and Practice, rewarding students a full academic credit upon completion, and created the standards for a bachelors degree in mediation offered through Cloverdale College in Indiana.

It [the course] confirmed my views of the talent within people—a talent we don't realise we have. That talent can be directed, through mediation, to positively impact a society. The course enabled each one of us to realise that talent, whatever our culture or background. ~ W. R. Tomlinson, Ramsey, Isle of Man

I enjoyed every aspect of the course. Very illuminating. It challenged perceptions of how justice is achieved in the community and workplace. ~Tristram Llewellyn Jones, Maughold, Isle of Man

Really enjoyed the content of the course. The Nancy & Frank team, the humour, the group experience, the manual, the venue...the learning experience has been a marvellous experience. I feel I can, and will, face situations in my work / workplace with a new found confidence as I internalize the information and skills given to me this week. ~ Pam Law, Bangor, N. Ireland

I think the course was great! For me, it was a life changing experience. ~ Clayton Hopkins, Social Worker, Arizona

...The instruction was very detailed and delivered in a very enthusiastic manner. It was obvious that Frank and Nancy have a real passion for mediation... ~ S. Piazza, Kettering, England

...Frank and Nancy are premier at what they do, the learning experiences are extraordinary and the "A-HA's" are numerous...I think I am launching a new career! ~ Kelly Walsh, Human Resources N. Carolina, USA

... I am now convinced that it is a valuable skill and a great alternative to litigation. ~ Skye Mercer, Human Resources, Scottsdale, Arizona

I have taken a few mediation training courses. None have prepared me as this course has to immediately apply the tools of my profession. One goes from saying 'I think I could to this' to 'I feel comfortable I can mediate.' ~ Beverly Owen, PhD. Professional Mediator, Scottsdale, Arizona

I think you both know how much this has meant to me...I have been taught so much and you have given me so much support, that I finally have confidence in myself that I never had before. The two of you are truly a credit to mankind and humanity...you changed my life! Thank you so much you have given me a future. ~ Rob Andrew, Sales Manager London, England

A fantastic teaching method, that's head and shoulders above any other course I've attended. Frank and Nancy, two hugely talented tutors, made mediation come to life as an attainable and valuable skill. Learning from their extensive experience was priceless – and I know already that my new-found ability to resolve disputes will change both my personal and professional life for the better. ~ W.S., Manchester, England

This has been an extraordinary class. Thank you for an enjoyable and informative time. ~ David R Fuller Esq.

View more testimonials:

www.mediationagency.com/training.html

Contact Details:

Dr. Frank Hanna, Director
frank@mediationagency.com
Phone: 0844-478-0060

Nancy Peterson, M.Med. Director
nancy@mediationagency.com
Phone: 0844-478-0060

Sarah Wallwork, Public Relations & Marketing
sarah@conkercommunications.com
Phone: 0161 445 3248



Nancy Peterson, M. Med and Dr. Frank Hanna
Co founders and Directors of The Mediation Agency

"The way a company deals with conflict can make or break its success...so the question is - why wait?"

~ Frank Hanna