

Susanna Diegel

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A Centre for Effective Dispute Resolution (CEDR) accredited mediator with extensive organisational and team leading skills, and the ability to communicate clearly at all levels. Bilingual (English and German).

Key Skills and Abilities

- CEDR trained and accredited
- Experienced commercial mediator, acting with tact and diplomacy
- Panel member of the Association of Northern Mediators
- Trained and experienced SEN (Special Educational Needs) mediator
- Trained and experienced Workplace mediator
- Trained and experienced Disability Discrimination conciliator
- Experienced in working with a wide range of clients and agencies at local and regional level, both in the private and public sector
- Experienced at developing and delivering training to the public sector
- Experienced at writing and delivering presentations at local and regional level; working well with others or on own initiative. Coaches and develops others by supportive feedback.
- Works well under pressure
- Conscientious, accurate and methodical processing and communicating of information, including the preparation and presentation of reports
- Organised, self-disciplined and practical: plans and thinks ahead

Responsibilities: HR: recruitment, training and supervision, including grievance and disciplinary procedures. Administration: supervision of admin and accounts staff. Sales and customer relations: setting and monitoring of targets, in charge of key accounts. Health and Safety officer.

QUALIFICATIONS

2001 Accredited and registered mediator with CEDR (Centre for Effective Dispute Resolution)
2001 Panel mediator with ANM (Association of Northern Mediators)
1981 Degree in Media Studies at the University of Bern, Switzerland
1976 Matura (equivalent to Baccalaureate) in: German, English, French, Latin, History, Geography, Biology, Physics, Chemistry and Art at the Koniz Grammar School near Bern, Switzerland

PROFESSIONAL DEVELOPMENT

2009 Equality and Diversity training
2008 Human Rights training
2007 Trained as (disability discrimination) conciliator
2006 Trained as Workplace mediator
2003 Trained as a supervisor
2002 Trained as SEN (Special Educational Needs) mediator
2001 Advanced Mediator training: Time limited mediations
2000 Conflict Management training with CEDR
1998 Human Resource Planning, Leadership and Team building
1997 Doing Business Better: researching environmental issues facing small to medium sized enterprises.

OTHER DETAILS

Full clean driving licence
Enhanced CRB check clearance
Professional Indemnity Insurance for mediation work