

Heather Allen



Heather has been a commercial mediator and a member of CEDR Faculty since 1995. She was Head of CEDR Faculty from 2005-2018. Heather enjoys contributing to CEDR projects worldwide, including in Armenia, Egypt, Georgia, Hong Kong, Lebanon, Moscow, Pakistan, Rwanda, South Africa, the USA, Ireland and elsewhere in Europe. It is particularly satisfying to form local training teams of mediators in other jurisdictions who then take forward the development of mediation in their own language and context. The mutual benefit of a global network of colleagues is invaluable.

Heather is a member of CEDR Chambers and mediates regularly. Her hands-on business experience combined with a legal qualification enables her to mediate in a wide range of cases including employment, inheritance, shareholder disputes, property, and commercial contract. She is also a senior member of CEDR's panel for clinical negligence disputes. She often handles sensitive cases, sometimes between Board members or colleagues in-house, where differences of culture and/or perceived power imbalance make productive conversations more difficult. For more than 10 years she has been listed in Chambers UK and other Directories as a leading mediator.

Heather is the Editor and a contributor to the CEDR Mediator Handbook. Other publications include an article in mediate.com entitled *Becoming an Excellent Mediator*, which appears on the CEDR website. She has developed post-accreditation mediator training on creative problem-solving and advanced communication, negotiation and facilitation skills. She has been involved both at CEDR and in the wider, cross-sector mediation community in developing standards for mediator practice.

After indulging in a degree in English language and literature, Heather joined the oil industry, worked in advertising and marketing, ran a small publishing company as the managing editor, and then qualified as a barrister. She entered the mediation profession as an experienced facilitator and, alongside her mediation practice, she uses conflict creatively for facilitating strategic planning and leadership development.

On a pro bono basis Heather has mediated community disputes and local health service complaints. She believes in expanding the field in ways that increase access, extend inclusivity, preserve flexibility and ensure high quality.