



CEDR Accreditation:	2001
CEDR Panel:	2002
Languages:	English
Location:	United Kingdom

Lisa Drake

“Focused, energetic, committed and helpful right through the end.”

Overview

With over 25 years' experience as a commercial mediator, Lisa brings a distinctive blend of commercial acumen, strategic insight and human-centred skill to resolving disputes across sectors. Her practice spans complex commercial and contractual matters, employment and workplace disputes, and high-stakes organisational and leadership conflicts. She is known for quickly understanding both the technical and relational drivers of a dispute and for providing the pragmatic, commercially attuned perspective that comes from her board-level strategic experience.

Recognised for an energetic, intuitive, empathetic and engaging style, Lisa builds rapport quickly and creates psychologically safe environments while maintaining the momentum needed to achieve meaningful progress. Her approach combines thorough preparation, constructive challenge and a focus on clear, durable and forward-looking solutions.

In addition to her mediation practice, Lisa is a lead trainer, coach and assessor on CEDR's Commercial Mediator Skills Training, and she supports leaders and teams through coaching and conflict consultancy. Across all her work, she aims to turn conflict into opportunity, helping people and organisations reset, rebuild and move forward with confidence.



Expertise

- Commercial & Contractual
- Employment, Workplace & Organisational
- Insolvency
- Construction & Engineering
- Personal Injury
- Partnership & Shareholder Matters

Dispute Experience

Commercial & Contractual Disputes

- High-value commercial and multi-party contractual disputes
- Breach of contract matters involving franchises, goods, services and property
- Intellectual property and domain name disputes involving abusive registration, copyright and defamation
- Debt, invoice and service-delivery disputes, including those involving high-net-worth individuals

Employment, Workplace & Organisational Disputes

- CEO–Board and senior leadership relationship breakdowns
- Group grievances and disputes arising from organisational change
- Bullying, discrimination, behaviour and culture-related conflicts
- Long-term absence, reintegration, disability adjustments and sensitive workplace transitions
- Managed exits, reputation-sensitive settlements and future working arrangements

Partnership & Shareholder Matters

- Partnership dissolutions involving governance, communication and debt issues
- Shareholder disputes with both commercial and personal drivers
- Business matters arising from personal relationship breakdowns

Insolvency

- Mediation of disputes involving directors, creditors and organisations at risk of insolvency
- Designing creative settlements to protect continuity and community impact

Construction & Engineering

Drawing on Board Director experience within a structural and civil engineering firm, Lisa mediates disputes involving:

- Project delivery
- Design and engineering issues
- Contractual liability
- Professional working relationships

Personal Injury

- Experienced in high-volume insured personal injury mediation
- Workplace accidents, public liability and complex damages scenarios

Personal Style

There's nothing more rewarding than helping people move from feeling stuck to discovering the clarity and momentum they need to move forward. I'm passionate about creating sustainable outcomes that genuinely shift relationships and break through inertia. I value the moments when conflict becomes a catalyst for change, giving individuals and organisations the chance to reset, innovate and build something better. Supporting that transformation — helping people achieve a better tomorrow — is what inspires me every day.

Strategic & Leadership Background

Strategic & Leadership Background

Board-Level Experience

- Strategic planning and oversight during organisational change
- Leadership of HR, operations and marketing functions
- Culture transformation and team alignment work
- Managing risk, governance and communication at executive level#

Conflict Strategy & Culture Consultancy

- Development and implementation of mediation frameworks within organisations
- Addressing systemic conflict patterns and communication breakdowns
- Supporting leadership teams during transition, restructuring and growth

Coaching & Professional Development

Executive & Conflict Coaching

- Coaching individuals at all levels, including senior executives
- Supporting leaders through conflict, change and complex decision-making
- Pre- and post-mediation coaching to maintain progress and strengthen relationships

Training and Faculty Roles

CEDR Faculty

- Lead Trainer: Employment & Workplace Mediation Skills
- Lead Trainer, Coach & Assessor: Commercial Mediator Skills Training
- Trainer in conflict management, communication and dispute resolution skills

Professional Skills

- Rapid rapport-building and intuitive interpersonal insight
- Deep preparation and effective mediation design
- Skilled in managing emotion, pressure and complexity
- Creative, pragmatic and strategic problem-solving
- Constructive challenge and reality-testing
- Ability to integrate commercial, legal and human perspectives
- Design of durable, future-focused outcomes

Education & Professional Accreditation

- CEDR Accredited Mediator (2001)
- CEDR Panel Mediator (since 2002)
- BA (Hons) Sociology (Socio-Legal Studies), University of Liverpool
- Member, Chartered Institute of Marketing
- Registered Coach, Henley Management College
- Fellow of the Civil Mediation Council

Feedback

- “Focused, energetic, committed and helpful right through the end.”
- “Her good humour and calm presence were invaluable in a tense, emotionally charged case.”
- “Fair, open and directive at the right moments - highly effective.”
- “Prepared thoroughly and brought creative, thoughtful suggestions that broke through roadblocks.”
- “Lisa is very good at what she does”