



CEDR Accreditation: 2001

CEDR Panel Member Since: 2002

Languages: English

Location: United Kingdom

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

Mediation Feedback

## Lisa Drake

### Overview

A CEDR Accredited Mediator, executive coach and mediation and conflict management trainer, Lisa Drake has over 13 years of experience of mediation and conflict management and is passionate about assisting parties to reach acceptable and workable solutions to enable all parties to focus on the future.

Lisa is an experienced marketing and operations director and consultant whose practice spans a wide range of sectors. She brings a deep understanding of both the strategic and pragmatic issues that are often present in commercial disputes, but she is also particularly noted for her ability to work with people at all levels and assisting organisations to resolve disputes and/or differences arising out of organisational change and a breakdowns of relationships.

With extensive experience of both face-to-face and telephone mediation Lisa is skilled in applying her skills flexibly to suit the needs of the parties. She has been trained as an Executive Coach by Henley Management College and is an Adjudicator for the Independent Complaints Adjudication Service for Ofsted.

### Expertise

- Commercial Contracts
- Construction & Engineering
- Employment & Workplace
- Insolvency
- Intellectual Property
- Partnership & Shareholder
- Personal Injury
- Sale of Goods & Services

## Dispute Experience

### Commercial Contracts

- Breach of contract claim related to a fast food franchise
- Facilitation of discussions to overcome issues arising from the selling non franchise goods
- Several domain name disputes involving franchisees or resellers who have registered the brand name as their direct URL.

**Construction & Engineering:** Through her role as Marketing and Operations Director for a medium sized national engineering firm Lisa has a thorough understanding of the construction industry and the dynamics often in play.

### Employment & Workplace

- **Rebuilding relationships post grievance appeal** – group action grievance for breach of contract as a result of changes to duties required in line with organisational changes. The team were refusing to undertake a new core function required from the role and mediation was used to rebuild relationships and find a way forward for the employees and the organisation. Issues had been ongoing for two years and was successfully resolved in once day
- **Unfair dismissal** claim by senior civil servant. Mediation was used to deal with the claim privately to enable both the government department and the individual to part company with dignity. This included the agreement of references, press statements and internal communications should they be required.
- **Bullying and discrimination** allegations – The issues were resolved by focussing on clarifying assumptions of fact and intentions by both parties about the other and establishing a new framework for communication.
- **Workplace performance** related dispute involving issues of harassment and bullying.
- **Breach of employee obligation and claim for copyright** – mediation focussed on agreeing an exit strategy for the employee on terms that allowed them to operate independently without compromising the business of the employer.
- **Resolution of an uncommunicative employee on long term sick** – initially engaged as a coach to assist the employee to identify their future needs and direction, once established

the situation was resolved through a mediated compromise agreement and managed exit for the employee.

**Insolvency:** Insolvency action involving a football club and its directors – pursuing the claim meant that the community football club would inevitably be forced to close and mediation was used to identify a creative solution to resolve a claim for monies allegedly given as a gift to the club.

**Intellectual property:** Lisa has mediated a number of intellectual property disputes including many domain name registration disputes with claimants alleging abusive registration, infringements of copyright and / or defamation. Her experience includes a secondment to mediate and develop mediators for Nominet, the .co.uk domain name registrant.

**Partnership & Shareholder:** Managing the dissolution of a partnership which had broken down including the resolution of outstanding issues relating to debt liability on unpaid invoices.

**Personal Injury:** Lisa has mediated wide range of insured personal injury claims ranging from a lorry driver who fell in a warehouse during a delivery to injury and damages caused by fallen city centre Christmas tree lights. Lisa is a highly experienced personal injury telephone mediator.

### **Sale of Goods & Services**

- Cancellation of insured contract for bespoke furniture manufactured for large property development.
- Outstanding debts after termination of lease on commercial property.
- Dispute relating to supply of goods and verbal sale or return agreement.
- Non-payment of invoice relating to real estate commission.

### **Personal Style**

Lisa is a firm believer in thorough preparation and the need for building a relationship of trust between herself and the parties. She aims for parties to feel at ease with the process in order for it to progress quickly and effectively to enable a shift in focus towards the problem being a shared obstacle which can only be resolved through communication between both sides.

Taking a positive, constructive approach, Lisa is not afraid to test the parties in relation to their position and is highly innovative yet pragmatic and when considering possible solutions.

### Feedback

- *“Extremely pleased with the choice of mediator.”*
- *“She has an excellent manner with people. Her cheerful and good humour was greatly appreciated in a case where there was emotional tension and underlying mistrust.”*
- *“I liked Lisa very much. She was fair, open, directive and very helpful. Absolutely I would use her again as mediator.”*
- *“Lisa prepared conscientiously and thoroughly and provided creative and thoughtful suggestions to get around road blocks.”*
- *“Commitment to resolving, objectivity and low key authority.”*
- *“Focused, energetic, committed and helpful right through the end of a long day.”*

### Coaching

Lisa has wide ranging experience of coaching individuals of all seniority levels to find a way through a difficult or sensitive issue or situation, in isolation or pre or post mediations.

### Professional Skills and Background

Lisa is an experienced Marketing and Operations Director, providing strategic guidance to senior teams whilst also overseeing strategy implementation across organisations, including the responsibility for HR.

Prior to her current role in an engineering firm, Lisa held this role within CEDR and has over twelve years of experience working at the centre of the ADR market. Lisa has also worked as a consultant, advising firms on marketing and operational strategy and assisting with change within the context of restructure or brand repositioning.

Aside from her director role, mediating and coaching Lisa is also a member of CEDR’s training faculty for Workplace Mediator Skills Training and Conflict Management courses.

With experience of working with the most junior to Board level she is widely acknowledged for her ability to build rapport at every level and possesses strong interpersonal skills with an ability to challenge sensitively. This is a signature of her approach across all her professional practices.

Lisa graduated from The University of Liverpool with a BA (Hons) in Sociology, specialising in Socio Legal Studies, and is a member of the Chartered Institute of Marketing, and is on the Henley Management College Register of Coaches.