



CEDR Accreditation:	1995
CEDR Panel	1996
Languages:	English, Polish
Location:	United Kingdom

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Client Feedback

Dr. Andrzej (Andy) Grossman

Overview

Andy gained his CEDR Mediator Accreditation in 1996. He also undertook specialist facilitation training by the Massachusetts based, Public Conversations Project, is a certified Henley Business School coach and holds a Doctorate of Professional Studies in commercial mediation development.

Andy joined CEDR in 1999 and is a member of its senior leadership team. As a conflict engagement and capacity development practitioner, he has particular expertise in multi-party/multi-person conflicts and conflicts where personalities have become a major obstacle to resolution.

He has mediated in a variety of contentious settings and at the start of his mediation practice was noted for his work in planning and land related disputes. Over the last few years Andy has moved his focus from legal/commercial disputes to workplace and organisational conflicts, helping individuals and teams to develop constructive responses to their challenges in working together and working with their stakeholders. He does this as an advisor, trainer, coach and mediator.

Professional Background

Before joining CEDR Andy was an architect in private practice for 15 years. He spent the early part of his career with an international civil and structural engineering consultancy based in London. He then joined a niche practice specialising in nuclear medicine projects before establishing his own firm.

A common feature of much of his work was extensive negotiation and consultation with user groups and/or working in multi-cultural environments.

Expertise

- Commercial Contracts
- Construction & Engineering
- Planning
- Professional Negligence
- Property
- Public Sector
- Workplace

Dispute Experience

Commercial Contracts

- Payments for the supply of meat products from an Eastern European supplier to a major UK retailer.
- Loss of profit claim related to the termination of a local authority service contract.
- Alleged failure of local authority to pay outstanding fees for adult social care services.
- Agent's commission on the sale of kitchen joinery and fittings.
- Claim against a bank in respect of a development loan for a substantial residential property

Construction & Engineering

- Delays to the construction of a local authority college.
- Long-standing dispute between a national contractor and a Middle Eastern employer in relation to civil engineering works on a private estate.
- Three-party dispute related to third party damage caused to an adjoining property during the construction of a mixed development.
- Faulty workmanship claim brought against a specialist contractor.
- Breach of contract claim related to the refurbishment and repair of a listed building.
- Breach of contract claim related to the location and construction of an agricultural building.

- Five-party dispute related to water ingress and damp penetration problems on a new build project on an exposed site.

Planning

Andy was the lead mediator in the then Department of Environment, Transport and the Regions pilot scheme for planning appeal and enforcement cases and has also mediated public rights of way disputes for The Planning Inspectorate. Many of his planning mediations have involved interested third parties and statutory advisers in addition to the developer applicant and Local Planning Authority's teams. Examples include:

- Five-party enforcement case involving a Site of Special Scientific Interest.
- Four-party dispute related to a residential development on a historically contentious site of natural interest.
- Six-party dispute regarding the future development of a home for people with learning difficulties.
- Four-party dispute concerning s.106 planning obligations to provide affordable housing at four sites in a London borough.

Professional Negligence

Numerous disputes involving architects, civil engineers, surveyors and planning consultants related to:

- design and supervision
- failure to identify defects
- inadequacy of advice related to building repairs
- inadequacy of preparation and conduct of a planning inquiry
- quantum meruit claims for fees
- litigant in person claims.

Property

- Conditional agreement for the sale of development land by a commercial developer to a national house builder.
- Nuisance claim brought by a public authority in relation to damage to one of its properties allegedly caused by demolition works on an adjacent site.
- Actionable nuisance claim related to development land adjacent to a golf course.

Public Sector

- Adequacy of consultation in relation to a local authority's decision to delimit the issuing of Hackney carriage vehicle licences (judicial review case).
- Dispute involving a local authority, government agency and a charitable regeneration trust in relation to a river improvement project.
- Issues following an investigation of the alleged failure of a local authority to provide respite care services.
- Dispute regarding the management of a specialist care facility of an NHS Trust.

Workplace and Organisational

- Relationship breakdown between two executive directors in an NHS Trust.
- Conflicts arising from different communication styles in a school leadership team.
- Identifying and clarifying roles and responsibilities in two teams in a global management consultancy.
- Addressing complaints about the management style of a newly appointed line manager and developing a behavioural agreement between the manager and team members
- Addressing conflicting Board views regarding the growth of the UK arm of a global, US based charity.
- Reviewing a government agency's future service delivery focus with its key stakeholders.
- Developing a communication framework for the Board, Executive Director and staff of a professional services company.
- Developing an action plan between a UK based charity and its East European partner organisation arising out of a major conflict regarding account reporting
- Surfacing unresolved management and relationship issues between the UK and international Boards of a not-for-profit organisation following a demerger.
- Addressing psychological safety in a new team in an intergovernmental organisation.

Other Dispute Resolution Experience

Process Design and Advisory

- Narrowing environmental and land issues ahead of a public inquiry between the promoter and objectors in relation to an application by a local authority for permission under the Transport and Works Act for the construction and operation of a guided bus system.
- Reaching a decision on the rewording of the Royal Charter of a professional institute working with the institute's council members, senior officers, external legal advisors and representatives from government departments.
- Process analysis on elements of the London 2012 Olympics consultation process.

- Design and delivery of an independent consultation process in relation to the proposed development of a Gypsy and Travellers site.
- Advising a major civil engineering contractor on their negotiation approach to resolve a £multi-million

Personal Style

Andy has an aptitude for dealing with highly volatile cases, being able to adapt easily to the parties' personalities. His calm presence and relaxed manner belies tenacity and rigour in working through issues.

Feedback

- "His attitude was friendly, professional and immensely competent – one had enormous trust in him straight away."
- "Calm and understated; he was not afraid to challenge a demanding client."
- "Andy's level of professionalism and confidence was outstanding."
- "He was very approachable and was able to navigate some very testing moments with ease."
- "Fair, forward thinking and tenacious; he came across as a person of real integrity."
- "It made no difference to us he was not a lawyer. He removed the legal veil and made us talk practicalities."
- "He knew his stuff and was able to apply pressure on the parties where it was needed to focus minds."
- "He was able to come to grips with the technical detail of the case with impressive speed."
- "He was very supportive yet challenging. A bit of an iron hand in a velvet glove."
- "He quickly managed to isolate the issues and take personalities out of it."

Professional Skills

As one of CEDR's most senior consultants, Andy has led many consultancy and institutional capacity building programmes with development banks and international agencies on civil justice reform, business stability and anti-corruption initiatives, providing technical assistance and delivering mediation, conflict management and negotiation training in 40 countries.



He has authored a number of advisory publications on behalf of CEDR. These include chapters in *Effective Conflict Management* (ICSA Publishing, 2013), *How to Master Negotiation* (Bloomsbury, 2015), *CEDR's ADR Guide for Public Authorities*, *ADR Guide for Local Authorities in Public Private Partnerships*, *CEDR Rules for Adjudication and Dispute Resolution Procedure for PFI and Long-Term Contracts* (which formed the basis of government guidance) and *Guidance for Collaborative Working and Preventing Your Organisational Grievances*. He has also authored the Royal Institute of British Architects' *Good Practice Guide to Mediation* and the International Finance Corporation's *Construction Mediator Guide*.

