



CEDR Accreditation	2003
CEDR Mediation Panel:	2004
Languages:	English
Location:	United Kingdom

“Very calm, maintained composure when things got tough, yet maintained control of situation and people.”

– Client Feedback

Tracey Fox

Overview

Tracey Fox is a mediator, psychologist, consultant and Faculty member in the CEDR Skill’s training team. She has close to a decade of experience in dispute resolution and mediates disputes as a member of the CEDR in-house mediator group. These disputes have covered commercial contracts, employment, construction, academic, telecommunications and tenancy matters.

Professional Background

Having gained a BSc (Hons) in Psychology and an MSc in Occupational & Organisational Psychology Tracey has particular expertise in the areas of managing change, organisational development and performance management. She has worked in both a clinical capacity in general nursing, psychiatry, neurological rehabilitation and in non-clinical roles including HR, recruitment and organisation development. This background which has focused on 1-2-1- work and relationship building lends itself very well to her ability to effectively engage with parties in dispute, especially in sensitive employment cases.

Expertise

- Education
- Healthcare
- Property
- Employment & Workplace
- Partnership & Shareholder
- Sale of Goods & Services

Dispute Experience

Education: Complaint against a University concerning the miss-selling of a degree qualification. The mediation assisted the parties to clarify the history of the course content and validity to find a suitable resolution.

Employment & Workplace

Bullying allegation

- Mediation was used to facilitate a dialogue between an employee and Manager following a period of long-term sick leave as a result of alleged bullying. The day focused on impact and intentions, exploring individual differences and how or if they could work together in the future.

Director and Senior Manager reconciliation

- Working with the parties whose relationship had degenerated to air and understand individual differences and develop a communication strategy.

Grievance

- Breach of confidentiality, data protection and disability discrimination were the issues in this case. Despite it being a highly emotional day, resolution was reached.

Race Discrimination

- An apology and damages were sought for alleged physical assault by a law enforcement officer.
- Damages were sought for less favourable treatment due to race and gender for a Senior Manager.
- Damages sought for racially aggravated behaviour by a number of colleagues in a department.
- Dispute between a volunteer and the Charitable organisation based on perceived indirect racial discrimination.

Relationship Breakdown

- Between a manager and a member of the leadership team over issues of trust and alleged hidden agendas.

Healthcare

Tracey has a background in clinical psychology and worked in a clinical capacity in general nursing, psychiatry and neurological rehabilitation.

- Repairing a broken relationship between two Economists where one had attempted suicide and implicated the other.
- A complaint against a hospital due to poor fistula surgery leading to long term physical and psychological needs.
- A complaint against a hospital for an oversight in urinary surgery resulting in restricted mobility and high support needs.
- A commercial claim against a company where workplace stress was alleged to have led to impotence.

Partnership & Shareholder: Brothers who were former business partners in conflict with each other due to the collapse of their business.

Property

- Termination of a retail lease.
- Non-payment of commercial rent due under a contractual lease.

Neighbourhood

- Various disputes with neighbours in conflict due to noise, odours, waste disposal, car parking spaces, children's playing arrangements and boundary walls.

Sale of Goods & Services

- Non-payment of IT equipment due to falsified sign off of invoices in an academic institution.
- Non-payment of powder coating on galvanised steel to be used for children's playground equipment.

Personal Style & Feedback

- *"Very calm maintained composure when things got tough, yet maintained control of situation and people."*
- *"Very fair and consistent with her approach, and really tried to find a solution."*

Professional Skills



Conflict Coaching

As a Henley trained Coach, Tracey heads up the panel for Conflict Coaching at CEDR. Assignments can be focused on a very specific challenge that the client wants to work through, or may look at one's approach to dealing with conflict with the use of psychological instruments. She has a special interest in psychometrics and is qualified to deliver and interpret Level A and B instruments (personality and ability) including the Myers Briggs Type Indicator Step I, The Hogan Personality Inventory, The Hogan Development Survey, Belbin and the Thomas-Kilmann Instrument.

Training Experience

Tracey is a Faculty member for CEDR's Mediator Skills Training programme and is responsible for a number of CEDR's highly acclaimed training courses delivering the following both in the UK and internationally.

The Psychological Underpinnings of Mediation

Designed and co-delivers this one day course with Dr Karl Mackie CBE with the following learning outcomes:

- Explore the implications of "the Mediator as Therapist"
- Examine internal conflict and how to manage your own and others
- Experiment with paralinguistics and non-verbal communication
- Explore personality, individual differences and team dynamics
- Consider the psychology of negotiation

Workplace Mediation Skills Training

Lead Faculty and Coach on this nationally recognised training programme having had responsibility for programme design and development. Tracey has delivered this course to a wide range of clients from national airlines, to investment banks and telecommunications companies.

The programme focuses specifically on the process of mediation within organisations and the skills to resolve workplace disputes including the key issues faced by the internal mediator such as:



- Where does mediation fit in with other policies and processes?
- What is the role of HR/ ER in mediation?
- How to manage confidentiality
- How to create a mediation culture
- Creating sustainable solutions

Mediation Awareness

Tracey designs and delivers this one or half day course which provides an introduction to mediation. Course content includes:

- The legal landscape of mediation,
- key benefits of the process
- framework and phases of mediation
- identify key skills, which contribute to effective mediation practice
- A role-play demonstration

Conflict Management

The aim of this course is to equip attendees with skills, techniques and the confidence to effectively deal with difficult or challenging situations. Following detailed training needs analysis with the client Tracey will design a bespoke course of highly interactive training which will address four key conflict management skill sets: communication skills; emotional skills; process skills and negotiation skills. Typical course content includes:

- The sources and types of conflict
- Your conflict style and moving from style to strategy
- Dealing with emotions
- Preparing for and having difficult conversations

Tracey has received excellent feedback when delivering this course both in the UK and US.

Mediation Advocacy Skills Training

Tracey had delivered this one day course both in London and New York which looks at the Lawyers role in a mediation. Through participative exercises, case studies and role play to maximise learning, the course prepares participants to:

- be equipped with the skills needed in mediation advocacy
- maximise the settlement benefits for clients at a mediation
- be fully apprised of the processes now demanded by current civil justice practice.

Negotiation Skills

Tracey has delivered this course in a variety of formats (1, 2 or 3 day courses) across all sectors and levels of seniority from property lawyers to Deputy Head Governors of a Nigerian State.

- Creating and claiming value in negotiation
- Framework for an effective negotiation
- Working within a negotiation team
- Dealing with deadlock
- Building and maintaining trust

Additional experience

- Appeals Manager for the Mediator Skills assessment appeal
- A Judge on the International Negotiation Competition
- University lectures for undergraduates

Professional Memberships

Tracey is a member of the British Psychological Society, a member of the Association of Business Psychologists, an elected member to the Special Group in Coaching Psychology and is on the panel of Conciliators for the Funeral Arbitration Service.



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