

CEDR Accreditation:	2004
CEDR Panel Admission:	2018
Languages:	English
Location:	United Kingdom



Clive Lewis OBE DL

“There are only a small number of mediators in the UK that could have mediated a case of such complexity and helped the parties arrive at a solution so quickly.

Clive is one of them.”

- Client Feedback

Overview

Clive Lewis is one of the UK’s leading dispute resolution specialists. He is an accredited commercial mediator specialising in helping to solve complex one on one, team, organisational, multi-party and collective disputes. He has mediated hundreds of cases.

Clive is a business psychologist specialising in employee and industrial relations. And one of the UK’s leading dispute resolution specialists. He is an accredited commercial mediator specialising in helping to solve complex one on one, team, organisational, multi-party and collective disputes.

Clive works extensively across the public and private sectors. He has worked at Government level including outside of the UK in countries such as Jordan and Algeria. He has recently been involved in a project providing support and advice to the European Parliament. He is the author of 14 books, including *Difficult Conversations: 10 Steps to Becoming a Tackler not a Dodger*, which featured in *The Sunday Times*. His most recent book *How to Master Workplace and Employment Mediation* was published by Bloomsbury. He has served two terms (6 years) as a non-executive director for an NHS Foundation Trust and sits on the Board of Governors for a leading University.

Clive chaired the government appointed panel which produced the REACH report. The report analysed the cost of underachievement for young males across the areas of employment, education and the Criminal Justice System.

He is also founder of Bridge Builders, a national not-for-profit organisation providing mentoring, training, work placement opportunities and inspirational speakers for young people from disadvantaged backgrounds.

He was awarded the OBE in 2011 for his work in the field of mediation and for the REACH report. He was commissioned as a Deputy Lieutenant of Gloucestershire in 2012. He is a Fellow of The Chartered Institute of Personnel and Development, holds an MBA and an MSc in Business Psychology.

Expertise

- Employment & Workplace
- Professional Negligence
- Breach of Contract
- Public and Private Sector
- Intellectual Property
- Facilitation/ Neutral Chair
- International
- Human Rights Disputes
- Property

Dispute Experience

Employment & Workplace

Clive has extensive experience of mediating within the employment and workplace sectors. He has successfully mediated hundreds of disputes covering a range of issues. Clive's background as an HR Director provides him with a wealth of experience to draw upon. Clive also trains workplace and employment mediators. Some recent examples of his work in this area include contractual disputes, termination, gross misconduct, share schemes, compensation, whistle blowing, unfair dismissal, TUPE, redundancy claims and include the following:

- An industrial relations dispute for an airline with over 50,000 employees. Dispute included scheduling arrangements, process for performance management, the management of sickness and absence, appropriate number of trade union representatives and minimum level contract agreements.
- An industrial relations dispute for a retailer employing over 150,000 people. Dispute areas included the consultation process for the annual pay cycle collective agreements, increasing the number of trade union representatives and quarterly management/union meetings.
- A six-figure dispute between a high-profile football club and the former team manager who was claiming wrongful dismissal.
- A sexual harassment dispute between two junior employees of a technology organisation.
- A six-figure dispute between a Pharmaceutical company and their former Sales Director - the case related to intellectual property infringement.



- A breakdown of trust dispute between a Managing Director and Finance Director of a large UK recruitment organisation.
- A race discrimination case between a line manager and direct report in the services industry.

Relationship Breakdown

Clive has worked with many clients facing relationship breakdowns. He is able to use his extensive experience to assist parties in recognising the situation, dealing with past issues and forging a way forward. Some examples of his experience are provided here.

- A team dispute where working relationships had deteriorated over many years, parties were entrenched in camps with severe communication breakdown.
- A team dispute in the health sector where patient care was being affected by the poor working relationship of the team.
- A two-party mediation that centred on a bullying claim.
- A dispute between two parties that covered one party undermining the other at open meetings, the need for honest conversations and a future facilitated meeting.
- A mediation between two parties that had lost trust with each other, based on accusations of bullying and the need for an apology before moving forward.

Public Sector

Clive is heavily experienced in providing conflict resolution solutions to the public sector. Some examples of his experience are provided here.

- A dispute amongst 14 neurosurgeons including working through interpersonal and system issues. Facilitated discussions leading to clarification of neuro and spine sub-specialisations for all surgeons.
- A dispute between colorectal surgeons involving concerns about quality, fitness to practice and an inability to complete the job planning process
- A major relationship breakdown between two Chairs of a Clinical Commissioning Group
- A managerial negligence dispute between a Primary Care Trust and a GP.
- A dispute involving a team of 30 people in a public sector organisation – this led to working with the organisation to implement a major change programme.
- A three-party dispute between a land developer, Parish Council and City Council.
- A £250,000 employment dispute between a Police Chief Constable and senior executive.



- A sexual harassment dispute between two academics at a leading University.
- A team dispute between eight gynaecologists and obstetricians.
- A sexual harassment dispute between two colleagues in the Education sector.
- A team dispute between six pathologists & microbiologists.
- A case between two parties focussing on workload stress and finding a workable way forward.
- A two-party case covering four key themes of rota, diary access, team engagement and time off in lieu
- A team dispute focussing on patient care, and the request for an apology from the Trust following the delay in addressing areas of concern highlighted.

Facilitation / Neutral Chairing

- Facilitated development sessions for a chief constable and his senior executive leadership team. Included concepts such as psychological safety, system 1 and system 2 thinking, closer working between operations and enabling services and reconstructing the senior leadership framework.
- Facilitated development sessions for the board of an NHS Trust. Topics included aligning the team, managing workload and forging better working relationships.

Coaching

- Coaching for a senior executive of an NHS Trust following a poor CQC report. The coaching sessions identified key areas of focus including strained relationship with the CEO, aligning himself with Trust rather than personal objectives and working relationships with stakeholders.
- Coaching for the youngest ever executive appointed to such a senior role within this large retail organisation. The sessions focussed on shifting from a purely task focussed approach, increasing people management skills, shifting from operations to strategy and creating a ten-year plan.

Personal Style

Clive is committed to mediation and having mediated hundreds of disputes has no doubt of the power of mediation. With extensive experience to draw from, Clive's approach to mediation yields successful results of 90% - at the higher end of the industry average.

The approach that Clive takes to mediation is based around the concept of building better relationships. Using his LAETR™ mediation cycle, Clive listens, asks, explores, tests and resolves during mediations. Clive allows the parties to speak freely, to



work through issues in the past and to support the parties to move into the future. With a focus on finding common ground between parties, Clive's style can be described as instinctive, pragmatic and future focused.

Feedback

"Clive is just about the calmest and most professional mediator I have ever met. He is deeply analytical, thoughtful and sensitive, always looking to facilitate a win-win situation"

"Occasionally you come across individuals who are truly passionate about what they do and can inspire others. I would certainly place Clive Lewis in this category"

"Clive is a great mediator to learn from. Powerful questions, equally powerful silences. He takes few notes but remembers so much!"

"There are only a small number of mediators in the UK that could have mediated a case of such complexity and helped the parties arrive at a solution so quickly. Clive is one of them"

"There were many parties involved. Clive used his renowned skill of cutting through the nonsense and getting us to focus on the issues. A tough but good day"

"The UK's answer to Kofi Anan"

"Relaxed and open discussion was good. There was no pressure to speak when not required. Well managed facilitation of delegates' feelings and views".

Honours, Memberships and Professional Activities

Awarded an OBE in the Queen's Birthday Honours list of 2011

Member Chartered Institute of Personnel and Development

Associate Member Chartered Institute of Arbitrators

Appointed Deputy Lieutenant of Gloucestershire in 2012



Published Material - Books

'How to Master Workplace and Employment Mediation'

(ISBN 978-1-780437941)

'Leadership with Compassion – Applying Kindness, Dignity and Respect in Healthcare Management'

(ISBN 978-0-95752466-0-6)

'Workplace Mediation Skills – Training Handbook'

(ISBN 978-0-956864871)

'The Definitive Guide to Workplace Mediation and Managing Conflict at Work'

(ISBN 978-1-903905-36-4)

'Win Win: Resolving Workplace Conflict: 12 Stories', 2011 - hardback & paperback (ISBN 978-1-903905-70-8 & 978-1-9203905-69-2)

'Difficult Conversations - 10 Steps to Becoming a Tackler not a Dodger'

(ISBN 978-0-9568648-0-2)

'Bouncing Back from Redundancy - 12 Steps to Get Your Career and Life Back on Track', 2011 (ISBN 978-0-9568648-5-7)

'Performance Management – Ten Steps to Getting the Most from Your Workforce' (ISBN 078-0-9568628-6-4)

'Work-Life Balance – How to put Work in its Place and Reclaim Your Life' (ISBN 978-0-9568628-6-4)

'Difficult Conversations in Dementia: A Ten Step Toolkit for Clinicians Involved in End of Life Discussions' (ISBN 978-0-956848-9-5)

Looking for Your Next Job: Work – Where to Find it and How to get Hired (ISBN 978-0-9575246-1-3)

Speaking Engagements



Better conflicts, Better outcomes, Better world

Presenting to the EU Parliament's Advisory Committee on Harassment on an 'Introduction to Workplace Mediation', May 2017

Presenting at Lumia Learning's Asia Conference in Japan, July 2017

Presenting own research 'Mediation Organisation Diagnosis' to NHS HR Directors throughout the UK, ongoing 2017/18

'Mediation in the Workplace', Guernsey November 2012

'Mediation in the 21st Century', Chartered Institute of Arbitrators, October 2011

'Workplace mediation the still quiet revolution', Civil Mediation Council Conference, May 2010

'The business case for mediation at work', Civil Mediation Council Workplace Forum, March 2010

'An organisational approach to mediation', CIPD National Annual Conference, November 2009

'Workplace mediation – A British perspective', Algerian government, May 2009

'Conflict resolution', CIPD Isle of Man, April 2009

'The Gibbons Review – breakfast briefing session', Taylor Wessing Solicitors London, March 2009