



CEDR Accreditation:	2019
CEDR Panel	2022
Languages:	English
Location:	United Kingdom

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Client Feedback

Matthew Hill

Overview

Qualifying as a CEDR accredited Workplace and Employment Mediator in early 2019, Matthew has already completed over 125+ mediations, conciliations, and adjudications, dealing with customer and individual complaints in the areas of commercial debtors, discrimination, workplace conflict, building work, funeral arrangements, and high value item disputes.

Matthew is a member of the mediation panel and the conciliation panel at CEDR and the Civic Mediation Council.

Mediation working methods: his mediation philosophy starts with helping both the plaintive and respondent move forward constructively and swiftly, from an initial state of emotionally triggered frustration, to resolving the dispute working with a cleaner, simpler, and less emotionally charged summary of facts, arranged in the form of an agreed timeline of undisputed events.

Matthew mediates referencing his commercial experience and his time in corporate executive leadership training, corporate consultancy, and executive coaching.

Professional Background

Before becoming a mediator, he has worked with some of the largest companies in the UK, Europe and the World. These include General Electric, Vodafone, Renault, Vodafone, Facebook, Electrolux, Pfizer, GlaxoSmithKline, The National Health Service, Finland’s Ministry of Justice, Barclays Bank, PwC, Lloyds Bank, The Ministry of Defence, The Science Council, Michael Kors, AXA Insurance, Aviva, Marks & Spencer, Tesco, Holland & Barratt, McDonald’s, Guinness, Unilever, and Jaguar Land Rover.



His Corporate Executive Training Work: His training content for leaders and executives in UK, European and US corporations includes, Handling and reversing conflict, Dealing with difficult people, The year-long Management Skills Development Programme, Negotiation skills at work, Advanced influencing and assertiveness skills for teams, Cooperative team building, Writing for impact, Building executive resilience, Time & self-management, and, Pitching winning business cases.

- Mediation Trainer: Matthew has trained delegates from external organisations as a CEDR trainer for courses covering: Negotiation skills, Presentation Skills, Diversity, Equity and Inclusion, and Mediation Practice.
- Government work: Matthew has helped 7 Governments: Australian, Belgian, Dubai, Dutch, Finnish, German, and UK.
- Education: His educational work has covered the topics, negotiation, pitching, conflict resolution, public speaking, and communication clarity.

Expertise

- Commercial & Contract
- Commercial Debt chasing
- Consumer industries
- Customer complaints
- Residential – Boundary
- Disputes & performance contracts
- Workplace & Employment
- Boardroom – Neutral Chairing
- Discrimination cases
- Colleagues disputes

Dispute Experience

Commercial and contract

- Mediated non-payment case involving substantial quantify of building materials between contractor and large supplier of building materials, case settled
- Mediated debt case involving significant accumulated and unpaid haulage charges, case settled
- Consulted on high impact cross cultural case around US investment in Central Europe resulting in major shift in investment plan provided conflict coaching to parties as part of a settlement agreement
- Consulted on phoenix arrangement for company between the new directors and employees transferring to new entity that had not been paid
- Mediated in dispute involving perceived bullying between two teams from two different countries - dispute resolved and new communication measures implemented
- Consulted on case between a couple redeveloping a house and a contractor moving into insolvency – project completed



- Mediated family shareholders and company directors dispute over dispersal of family-owned company leading to successful management buy-out

Consumer Industries

- Frequently mediates customer breach of contract, duty of care failings and loss complaint cases with large high street franchises, normally leading to agreement with remediation and compensation
- Mediated residential boundary dispute, case settled
- Mediated consumer's claim against high end jeweller regarding the treatment of an antique Watch, case settled
- Mediated a consumer's claim against double glazing provider regarding a faulty installed product, case settled
- Mediated case of high street staff service discrimination against a customer experiencing mental health issues, case settled
- Settled consumer case involving staff member repeatedly saying inappropriate phrases to the customer – case closed with the removal of said employee

Workplace and Employment

- Mediated staff dispute with manager in pharma company regarding behavioural issues and bullying claim, case settled
- Boardroom dispute – Neutral Chairing assignment with directors wishing to terminate the CEO's contract, issues resolved
- Consulted on constructive dismissal claim within educational sector, plaintive settled with employer
- Boardroom dispute – Neutral Chairing assignment with directors questioning the competence of the CEO, issues resolved
- Mediated rift between workers and managers for a large scientific manufacturer ended with a set of HR recommendations
- Consulted on implementation of outsourced services for a major UK council ending in a set of recommendations for service improvements
- Observation of religious discrimination claim by a pupil's parent with school, case settled
- Mediated dispute in services industry for a manager's complaint against a powerful boss, case resolved
- Mediated case between two employees in the tech space where personalities clashed to the point of conflict and non-cooperation in work, dispute resolved and working relationship re-established



- Mediated dispute in the drinks industry between majority male managers and a solo female member on the management team, matter resolved
- Mediated bullying and discrimination case for a large company, clarifying assumptions and accusations by both parties about the other and establishing a framework for ongoing communication.
- Mediated between US company President and Head of UK at US owned global media agency to resolve multiple staff-initiated complaints against the UK head, resolving case through mediation
- Consulting for an Embassy on a long running cold conflict amongst diplomatic staff that was affecting output, team disputes reduced and new behavioural charter implemented
- Mediated colleague dispute between co-workers in the services industry who had fallen out
 - conflict reversed

Personal Style

Bringing energy, pace, and structure to his mediations, Matthew aims to move the parties from fully expressing their feelings to focusing on facts and placing these events on a clear timeline to establish specifically which elements initiated and amplified the dispute.

He believes in challenging some of the less substantiated fixed perceptions of each party, and starting early, reconciling different points of view, more polar positions, and unsubstantiated opinions regarding the causes of the specific problem.

With less legalese and more problem-solving, Matthew relies on his past leadership experience and extensive commercial background to facilitate a robust process pathway where parties understand the other's point of view, and so become more likely to arrive at outcomes that both or all parties can live with.

His style is hands on, supportive, and pragmatic, quickly stress testing all suggestions for settlement to see if they will move a case forward, and helping all concerned step toward a useful and viable settlement outcome.

His mediation methods are aided by the rapid establishment of trust, the robust testing of received case notes, and by promoting stable and calm conversations with all parties. His aim is to make the direction of mediation progress apparent at all times, toward finding a workable resolution. He is adept at dealing with high powered parties, asymmetrical power levels between groups, strongly expressed emotions, deeply held beliefs, and he regularly steers David and Goliath cases to conclusion by helping the parties come to terms with and so work within the limitations of the other party.

Feedback

- *“Matthew Hill worked swiftly and effectively to move us to a useful settlement. It was a great relief for it all to be over so soon.”*
- *“He quickly got to the essence of the case, employing a pragmatic and provocative style.”*
- *“No nonsense mediation. He was excellent at working with highly strung, and anxious groups of people.”*
- *“He knew enough about our business to change our view on what was happening in our argument.”*
- *“His support helped us survive a tough negotiation process.”*
- *“Matthew Hill’s mediation formula helped us to detach from our fixed and angry view.”*

Other Information

Qualifications: With CEDR accreditation in Workplace and Employment Mediation, (CEDR April 2019, including an “Outstanding” rating for his relationship skills) plus qualifications in Psychology (BSc Hons), NLP (Certified by NLP originator, Richard Bandler), Training quality (via the German TUV scheme), Communication (CAM Cert. London), Intercultural training (both COI / COF Certs, London & Prague) and qualifying to be a member of the Civic Mediation Council - CMC.

Authorship: He contributed, with CEDR’s Director of Training and Consultancy, Susanne Schuler, writing the first chapter to CEDR’s negotiation handbook published by Bloomsbury: How to Master Negotiation, released in November 2015. Other books authored by Matthew have been on Business, Leadership, Overcoming psychological barriers and blockers, Pitching to win, and, Influencing using the written word.

Keynote Speakers and University Visiting Professor: Matthew has delivered over 100 speeches as a professional speaker on the topics of: conflict resolution, culture, diversity, and communication. He has lectured as a visiting lecturer and adjunct professor at 30+ Universities in the UK, and on the Continent, again on the topics of conflict resolution, mediation, culture, diversity, and communication.

UK and beyond: He has worked extensively in Austria, Belgium, Czech Republic, France, Germany, the Netherlands, Poland, Spain, Switzerland, the UK, and USA (30+ countries in total.)

Prizes: In 2012 Matthew won the Crown Trainer of the Year Award. In 2014 he received the (Society for Intercultural Education, Training and Research) SIETAR UK Lifetime



Membership Award in recognition of his years of leadership and service in the fields of culture, conflict resolution, and diversity.

Virtual Experience: Matthew has been working via remote platforms (Zoom, Webex, Adobe, Teams, etc.) since 2009.

