

Graham Norris

Post Graduate Certificate of Education

M.Sc. Management Training & Development

ILM Level 5 Coaching in the Workplace

**CMC Registered for Civil/Commercial and
Workplace Mediations**

Qualified Community Mediator



Mediation Qualifications and Awards

1. Graham is a Civil Mediation Council Registered Mediator for both Civil/Commercial and Workplace mediations.
2. He qualified as a community mediator in 1995 and has been successfully practicing mediation in the community ever since, serving Bristol, Somerset, and currently Devon and Cornwall.
3. Graham certified in Civil and Commercial Mediation in 2022, and as a Workplace mediator the same year.

Professional Experience

- 3 Graham gained his MSc in Leadership and Management Training in 1999 from Bristol University and his PGCE in 2002.
- 4 He has a long and varied career as a trainer, teacher, facilitator and workplace coach. He is qualified in Action Learning and is a Belbin Accredited practitioner where he uses his knowledge of team dynamics and his mediation skills to reduce conflict within teams. In addition to mediating within organisations, he works within workforce development helping managers become confident in conflict management.

Professional Association and Panels

- Civil Mediation Council
- Associate member of Association for Coaching

Current position

- 5 Graham is a trustee with Devon Mediation Services, and actively supports the Management Support group. In addition to mediating across Devon and Somerset, he works to develop the service's reach across the South West. In particular, he is working with Housing Associations and the Police service to raise awareness of the process and ensure their staff fully understand it so they can make the most effective use of community mediation services.
- 6 He is the programme lead for Somerset Council's year long Leadership and Management programme, which encompasses continuous improvement, team development, conflict resolution and effective communication as part of its foundation principles. He uses this programme to advocate strongly for more effective ways of resolving the myriad of disputes that arise in organisations.
- 7 Graham works as an independent mediator.

Mediation Experience

- 8 Graham has a depth of experience in managing workplace conflict. His background and knowledge of organisational development brings a wealth of knowledge and expertise to his mediation work in organisations within areas such as ineffective management, equity and diversity, relationship breakdown, dysfunctional teams and ineffective inter-personal communication.
- 9 Graham has mediated numerous workplace cases in areas such as harassment, breakdown of trust, clarifying areas of accountability and poor communication in Local Authorities, Universities and School settings.
- 10 Graham also continues to develop a breadth of experience in Civil and Commercial disputes and is especially interested in: private client disagreements, noise and nuisance issues, landlord/tenant disputes.
- 11 In his community mediation work, Graham regularly mediates between tenants and private owners in areas relating to noise, abuse, anti-social behaviour, boundary disputes and relationship breakdown.

Graham's Rating

Graham brings a unique perspective to mediation in the workplace gained over the 25 years he has spent helping neighbours understand their own needs, interests and motivations within a dispute. This experience, coupled with his skills as a coach in helping individuals understand and appreciate the benefits of the process, enables him to be passionate, positive, and committed to helping parties prepare for and get the best out of the mediation process.



His extensive experience as a facilitator in the field of organisational development gives him a keen understanding of the issues and dynamics that need to be considered when workplace conflict arises. He helps guide individuals to appreciate various perspectives within a dispute, empowering them to identify elements they can influence and prioritise to achieve outcomes, and reflect on the long-term implications, particularly in the context of ongoing peer-to-peer or staff-to-manager relationships.

His deep understanding of the conflict management process enables him to establish rapport quickly. Employing his communication skills he builds trust to ensure clients feel comfortable and directs their focus on the important issues at hand. Recent recommendations include:

“Graham is very real in the mediation process. He helps parties feel at ease with the process and engage with it in a way that ensures the conversation flows and is balanced, productive, and purposeful”

“He introduced me to tools and techniques, which although simple and straight forward, were very effective in helping me ensure the conversation moved forward in a productive way.”