



Amanda Bucklow



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Profile

One of a handful of career mediators practising in the UK, Amanda has maintained a full-time negotiation practice since 1991 and was accredited as a commercial mediator in 1996. She has a reputation for reading people and an ability to uncover motivation, needs and interests supported by a track record of over 1000 mediated disputes across a range of business sectors.

Notable skill in negotiating behaviour change in the context of the workplace and groups. Demonstrable interpersonal skills across all age groups, cultures and economic backgrounds. Parties frequently remark on Amanda's depth of knowledge, commercial flair, creative input and persistence in finding a resolution with a persuasive, non-confrontational style. She is particularly adept at gathering sensitive information and designing appropriate strategies without revealing information sources.

She enjoys consistently positive feedback in both the main independent legal directories, Legal 500 and Chambers Guide to the Legal Profession.

Firm yet versatile * Comfortable with uncertainty * A calm presence when serious difficulties arise * Eclectic * Creative * Thought leader and pioneer. "If there is a deal to be done, she will help you find it."

Experience

Independent Commercial Mediator 1990 -

Amanda studied law and business at university and uses her legal knowledge to inform the context in which she works. Her personal style is to focus on supporting people in making good decisions and developing an environment where they can do their best thinking.

A unique aspect of Amanda's mediation practice is as a trusted 'project resource' running alongside, identifying and resolving potential disputes. This gives her a unique commercial background with experience of how things really work in practice versus the theory.

Commercial Keynotes

A sector specific profile is available on [request](#) with examples of cases.

Appointed by International Chamber of Commerce to mediate IP dispute (\$1.2bn) between mobile phone operator and a commercial party in a Central African State. Mediated in French.

Appointed by World Bank to mediate the dismantling of the telecoms monopoly in Fiji worth \$5bn. 7 parties including Fijian government ministers and Attorney General. 27 lawyers including a majority who had been under house arrest the previous week. Talking down the AG from impeaching the most respected judge in the country, surrounded by armed body guards and managing the media and their access to parties and information.

1998 - 2003 Independent mediator with Railtrack/Network Rail managing disputes arising from 3 major train crashes. Interface with HSE and Rail Regulator, managing reputation through communications, negotiated the



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first joint statement between Network Rail and RMT. Design and deployment of a new risk management competency approved by HSE and responsible for reducing the on-track fatalities from 15 deaths per year to 0 deaths per year for 4 years following implementation.

1995 - 1998 Managing the revival of a household brand by resolving disputes between European sales teams, creating joint success through case studies with great photography published in key media.

1988 - 1992 Marketing Director, UK PLC (Clothing Leather)

Managing the revival of a clothing leather brand following an aggressive takeover and defending the group from a subsequent aggressive takeover. Launched hi-tech brand in Japan within 6 months and became preferred supplier to 5 fashion house brands within 18 months.

1980 - 1988 International Sales Manager for Zinc Producer (CRA/RTZ)

Lead negotiator (RTZ/CRA) for annual sales 200,000 mt. zinc metal worldwide and associated logistics, physical and LME trading and management of substantial foreign currency portfolio.

Co-designed and coded the first foreign currency hedging programme to manage the relationships between production, sales and foreign currency requirements.

1985 created the first weekly *blog* by e-telex.

Employment Sector Keynotes

A sector specific profile is available on [request](#) with examples of cases.

Advisor on the drafting of the Employment Act 2008.

Preparation of successful business case including psychological research and evidence for approving settlement at 400% above the statutory level allowed by the regulator for an employment case. Approved by the Treasury. Regulator noted that the business case was approved thanks to the contribution of 'this mediator'.

A notable track record in successfully mediating cases where stress, psychological damage and mental capacity have been key considerations.

What People say...

“ The "impressive" Amanda Bucklow is praised by instructing solicitors for her understanding of issues "not just from a legal perspective, but also from a commercial perspective." Solicitors describe her as "constructive, helpful and probing where appropriate" and say she goes "beyond the normal call of duty in attempting to get the parties to reach an agreement." Bucklow, a non-lawyer, is a full-time mediator.

“ Amanda Bucklow is praised for her 'innovative and refreshing style'; 'she is very engaging and unstuffy, and probably her greatest strength is her ability to build a rapport and empathy with the clients'.



Teaching and Coaching

A respected teacher with a recognised skill for the design and delivery of courses in risk management, negotiation, skills for lawyers representing clients a mediation, dispute avoidance and accredited mediator training.

Over 1000 mediators trained. 10 Accredited tutors.

Accrediting tutor for mediators at Strathmore University, Nairobi.

2014 Designed and scripted first online fully immersive soft skills training simulation used both to inform and to assess/accredit.

Memberships and Publications

1995 Member of the National Union of Journalists by portfolio

2009 - 2019 Elected Board Member/Trustee Civil Mediation Council. 4 terms.

First Mediation Fellow awarded for research into Strengths, Skills, Attributes and Behaviours of Effective Mediators. Published 2006.

2018 Commissioned to write a book. Working title: Accelerated Dispute Resolution for Smart People: A Core Business Process.

Contributor to and editor of UK Mediation Journal with distribution of 100,000.

Ephemera

Current favourite book: Never Split the Difference - Chris Voss and Tahl Raz

Favourite film: Mary Poppins

Favourite pastimes: photography, digital art and people watching from street cafés serving great coffee.
