



Mark Wardman

BA (Hons) Business Studies

HNC Building Services Engineering (CIBSE)

Certificates in Training and Development and IOSH Managing Safety

Accredited Civil/Commercial and Workplace Mediator

Mediation Qualifications

1. Mark is an accredited Mediator for both Civil/Commercial and Workplace disputes.

He qualified as a mediator in 2017 and has been practicing mediation ever since.

Professional Experience

2 After completing a HNC in Building Services Engineering (CIBSE) at Salford Technical College in 1992, Mark went on to study Business Studies at the University of Central Lancashire where he was awarded his BA Hons in 1997.

3 Mark has also completed Certificates in Training and Development at Liverpool Institute in 2013 and in IOH Managing Safety at Bolton in 2014.

4 Mark has a background in engineering within United Utilities and NORWEB from 1988 to 2014. During this time, he experienced a variety of engineering roles, including Education & Training Engineering Officer, Industrial Sales Engineer and Design Engineer. He also held multiple managerial positions including Learning & Development Manager, Design Manager, Business Development Manager, Corporate Bid Manager, Technical Compliance Manager, Business Unit Manager and Training Manager.

Current position

5 Since 2014, Mark has enjoyed a career in Training and Development and Transformation with the NHS Trust. His current title is the Education, Training and Professional Development Manager. This involves managing a diverse range of clinical and non-clinical training interventions to approximately 10, 000 staff throughout a large geographical area. He leads a team of clinical and non-clinical trainers, administrators and training support officers.

6 Mark is a member of a Leadership and Talent Management Group set up to develop talent management and succession planning strategies for the Trust, including the development of new roles along with the associated training and development programmes.

7 A key element of Mark's role is to lead on transformation projects engaging staff throughout the transformation process. This includes creating a new working culture and the development of appropriate learning and development interventions to enable staff to operate in the new working environment.

8 Mark is also an active mediator and is registered with the Civil Mediation Council.

Mediation Experience

9 Mark has acted as a Mediator in both civil/commercial mediations and workplace mediations. He was a very active panel member of the UCLan Mediation Clinic.

10 Such is Mark's passion for mediation, he regularly attends events to expand his knowledge, such as mediation workshops, breakfast meetings, enactment events and Continuing Professional Development sessions.

11 Given Mark's mediation and training experience, he was invited to assist in the delivery of a CMC approved Civil and Commercial Mediation Training Course in 2018.

12 He was also invited to act as a Judge in the Lancashire Law School Student Mediation Competition in 2019.

Mark's Rating

Mark is approachable and personable with a sense of humour to make parties feel at ease, whilst his professionalism and competence lends them confidence in his ability.

He has acquired a range of skills which help him to effectively work with people within a mediation environment, such as :-

- Qualified in range of psychometric profiling techniques which help him to understand personalities
- Trained in Human Factors & Behavioural Safety which enables him to understand how people behave under pressure and their attitude to risk
- Trained in Conflict Resolution which means he is adept at recognising the early warning signs for conflict and in de-escalation techniques
- Trained in Negotiation so is proficient at identifying 'buying signals' and able to look at ways in which to bring parties closer together to facilitate a deal.