

Join us for our

MEDIATION SKILLS CONFERENCE

The first in our programme of Dispute Resolution Conferences.

DATE: Wednesday, 26th June 2024 | Time: 1.30pm – 6pm
VENUE: 6th Floor, St Martin's Court, 10 Paternoster Row, London.

At 4PB, we recognise there is much to be learned from professionals working in different and yet complementary fields. This conference provides an unrivalled opportunity to learn from such experts.



Nicky Perfect BEM



Devorah Greenberg



Dr Zaza Johnson Elsheikh



Peter Bartlett

Keynote Speaker

Nicky Perfect BEM, Former International Hostage and Crisis Negotiator and communications expert.

We are delighted to welcome Nicky Perfect as our keynote. She brings a professional lifetime of experience, including working on the elite New Scotland Yard Hostage and Crisis Negotiation Unit, to help us manage high stakes, high tension situations, shape our communications and share techniques to manage our clients and ourselves.

Panel 1

Understanding the influences of the Abrahamic Faiths in Mediation

Devorah Greenberg: Insights from a Jewish perspective.

Dr Zaza Johnson Elsheikh: Insights from an Islamic perspective.

Peter Bartlett: Insights from a Christian perspective

Panel 2

Challenges in dispute resolution and how to handle them. Discussion and debate across the floor.

Interactive Q&A

6pm

Networking, drinks & canapes



More info at
events@4pb.com

Tickets:
£45 per delegate

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Nicky Perfect

Keynote Speaker



Nicky Perfect is an international hostage and crisis negotiator turned world renowned trainer and speaker.

She spent 31 years as a Metropolitan police officer and the last 10 of those years as an international hostage and crisis negotiator.

Nicky worked on the elite New Scotland Yard Hostage and Crisis Negotiation Unit. She has travelled the world teaching negotiation and working with Her Majesty's Government on international operations and has had the privilege of talking to hundreds of people in crisis.

Nicky spent many years as the Director of UK Training of the National Hostage and Crisis Negotiation Course. She was the first female to be posted to this role and became responsible for designing and training police officers across the UK, to deal with life and death situations from suicide intervention to crime in action (kidnaps).

In the 2022 Queen's New Year's Honours List, she was awarded the British Empire Medal for "meritorious service to the community during the pandemic".

She is the author of "*Crisis – true stories from my life as a hostage negotiator*" published by HQ Harper Collins and a best seller on Amazon. She has appeared on both radio, TV, in podcasts and in the press as an expert in negotiation and communication – including BBC Radio 4s Woman's Hour, Crimewatch, Good Housekeeping, Woman's Own, Daily Mail, BBC Radio 3 Counties,

<https://www.thecommunicationcoach.co.uk/about>



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Devorah Greenberg

Providing Insights from a Jewish perspective



Devorah, a London native, has studied and worked in London, Paris and Israel. With a Bachelor of Arts from Sorbonne University and a Master of Arts from Edinburgh University, she has worked at Les Archives Nationales in Paris and for the office of the Chief Rabbi of Savyon, Israel.

With over two decades of educational experience, Devorah has taught a range of subjects, including parenting skills, Jewish philosophy and theology, self-esteem for children and teenagers, and personal development for both children and adults. Throughout, her dedication to education and communication has remained unwavering.

Transitioning to conflict resolution, her tenure at the London Beth Din, a Jewish court of law, inspired her to pursue accreditation as a mediator with the FMA under the Family Mediation Council. Today, she serves as an accredited mediator and child inclusive (CIM) mediator. Alongside her co-mediator, Venetia Tosswill, she operates under three reputable mediation firms: Sage Mediation, True North Mediation, and Turner & Johnson Mediation. Her understanding of both civil and Jewish divorce procedures enriches her mediation practice, illustrating her commitment to helping clients achieve amicable resolutions as they transition to the next phase of their lives.

Devorah serves clients from diverse backgrounds, including both Jewish and non-Jewish individuals. She regularly guides clients with varying levels of religious commitment through the civil and Jewish divorce processes.



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Dr Zaza Johnson Elsheikh

Providing insights from an Islamic
perspective



Zaza is dually qualified as a medical doctor and solicitor, as well as being a highly experienced mediator and International Commercial Arbitrator (CI Arb). She is an active pluralist and fluent in Arabic and she frequently contributes to the prevention of and response to radicalization through mediation and mentoring often working alongside the Metropolitan Police. As a Conflict Resolution Trainer, Restorative Justice Practitioner and Community Leader for Muslim Women, Zaza also delivers a range of courses and seminars in Churches, Mosques, Schools and Universities as well teaching children (including those with Special Educational Needs) to handle conflicts with their peers, siblings and parents more constructively. Her commitment to improving the levels of engagement within ethnic and religious communities is strongly evidenced by her founding of the charity BIMA, a multi-faith association of Mediators and Arbitrators.

Zaza's work can involve dealing with those whose behaviour or beliefs might be very challenging so her approach encompasses using positive reinforcement tactics to promote good behaviour.



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Peter Bartlett

Providing insights from an Christian perspective



Peter is a practising Solicitor and Accredited Mediator. He has been an accredited Christian Counsellor for over 30 years.

He gained accreditation in civil mediation in 1999 and completed specialist training with Peacemakers International in Christian mediation in 2002. He has mediated since then, amongst other areas, in conflicts as diverse as Church leadership, family, NGO structural and employment matters, business and commercial disputes - throughout the UK and for other parts of the world. He was Chief Executive of, and the mediator for, Resolve for almost 20 years and has founded Access Christian Mediation Limited to provide both mediation and training in Christian Mediation. He has delivered training widely throughout the UK and presented LPC and PSC courses for Kaplan Altior and BPP as well as his own training in mediation, organisational structure and dealing with conflict.

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