

Sophie Clifford | Mediation Profile

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"Sophie's skillset as both a mediator, conflict coach & employment lawyer combined with a clear and compassionate style has helped us to quickly resolve some difficult workplace issues. Sophie clearly understood how to unlock difficult situations and move us forward positively."

Simon Douglass,
CEO, Curated Digital

"A single day of mediation with Sophie shifted what was a difficult, seemingly intractable and deteriorating relationship to a sound and solid platform to work from. She was able to create a safe space to have an open conversation which we simply could not have had without her intervention. This was instrumental in us gaining a better understanding of the past facts and agreeing on clear strategies for the future. I would heartily recommend her."

Richard Clarke,
Head of the City Agency & Development Team, Matthew & Goodman

Practice Overview

Sophie is an accredited Mediator with over 19 years experience of mediation in varied environments. Described as "a rare blend of intelligent professionalism and magnetic warmth", she is able to navigate complex disputes to get to the heart of the matter and help the parties truly reach resolution.

She specialises in resolving workplace issues with a flexible approach incorporating conflict coaching, workplace mediation and facilitated conversations. She creates and delivers training worldwide on creating harmonious workplaces and managing difficult conversations. Her approach is informed by her years of advising on and litigating the legal issues arising in workplaces.

Professional experiences

- ❖ Mediator and Conflict Coach, Co-Founder of [the Resolution Pod](#) 2018
- ❖ Employment lawyer, [Temple Employment Law](#) and [The Legal Pod](#) since 2014
- ❖ Associate mediator, conflict coach and trainer with [Byrne Dean](#) since 2014
- ❖ Consultant to the United Nations, World Food Program and Unicef on creating harmonious workplaces - 2015 to date
- ❖ United Nations - Legal Officer - 2012 to 2014
- ❖ Senior Lawyer and Litigator - Ministry of Justice / Government - 2002 – 2012
- ❖ Criminal defence and employment Barrister in Chambers - 1998 - 2002

Recent cases

- ❖ Conflict coaching and facilitated conversation between two partners in a global law firm - Agreement reached - March 2021
- ❖ Mediation between senior leader and his direct report following a full grievance process in a charity - Agreement reached - July 2020
- ❖ Conflict coaching and Mediation between senior leaders with competing agendas in a large bank - Agreement reached - July 2020
- ❖ Mediation between founders dissolving their partnership - Agreement reached - Jan 2019
- ❖ Dispute between senior manager and report in an Investment Bank. Successfully resolved - Dec 2018

Accreditation and other mediation experience

- ❖ Accredited by the Society of Mediators
- ❖ Trustee of Brighton and Hove Independent Mediation Service (BHIMS)
- ❖ Community Mediator since 2002 (with Brent Mediation Services, CALM and BHIMS)
- ❖ Youth Referral Panel Member – Kensington (2007)