



CMC Conference 2025: Collaborate for Change

12 & 13 November, 12.30pm – 5.15pm
Online

Join us from 12.30pm on 12 & 13 November for Making Connections, which offers you the chance to chat to colleagues before the formal start of the conference at 1pm.

Ticket includes admission to a face-to-face networking event in London on the evening of the 12th November, see conference confirmation e-mail for details of location & timing

Your online hosts:

Audrey Dorival

Mia Forbes Pirie

Joining instruction will be via Zoom and links will be provided in advance

BOOK YOUR TICKET

Day 1 – Wednesday 12 November 2025

Time				
12.30 – 1.00	Making Connections – Join us for a pre-conference chat <i>Breakout rooms will be set up to facilitate small networking groups</i>			
1.00 – 1.05	Welcome from our hosts Audrey Dorival and Mia Forbes Pirie			
1.05 – 1.45	Keynote 'Trying to Get it Right: The General and the Specific' Lord Neuberger , introduced by CMC Chair Kelly Stricklin-Coutinho			
1.45 – 2.15	CMC Update and What This Means for You! CMC Chair Kelly Stricklin-Coutinho , CEO Paul Adams , Deputy CEO Victoria Harris			
2.15 – 3.00	Justice, Dialogue, and Creativity: Lessons from London & Bosnia Bill Marsh			
3.00 – 3.15	Break - Go to a Breakout Room of Your Choice			
3.15 – 4.00	Room 1	Room 2	Room 3	Room 4
	Commercial AI in Commercial Mediation: Ethics, Impact & Opportunity Panel Discussion	Community Mapping Community Mediation – Launching a Digital Resource Alice Matthews , Victoria Harris	SEND Reflections on the Impact of the Pandemic on Students with Special Educational Needs Nicola Cleaver	Academic ADR Academic Research Showcase Professor Jane Bryan , Zora Kizilyurek
	Return to Main Conference Room			
4.00 – 4.30	Why Managing Conflict Between Families and Health Professionals Really Matters: Reflections from The Medical Mediation Foundation Sarah Barclay			
4.30 – 5.00	A New Era for Mediation: Vision of the Edinburgh Declaration Kelly Stricklin-Coutinho , Graham Boyack , Andrea O'Neill			
5.00 – 5.15	Day 1 Close			
6.30 – 8.30	Networking & Drinks Event at 39 Essex Chambers in London https://www.eventbrite.co.uk/e/1326255950249?aff=oddtcreator			

Day 2 – Thursday 13 November 2025

Time				
12.30 – 1.00	Making Connections – Join us for a pre-conference chat <i>Breakout rooms will be set up to facilitate small networking groups</i>			
1.00 – 1.45	After Churchill: Legal Shifts and Strategic Implications for Mediation in the UK Amrik Kandola			
1.45 – 2.30	The Rise of the Consumer Employee – What this Means for Managing Workplace Conflict David Liddle			
2.30 – 2.45	Break - Go to a Breakout Room of Your Choice			
2.45 – 3.30	Room 1	Room 2	Room 3	Room 4
	Workplace Cutting Workplace Conflict: Finding a Fix Dionne Dury, Marie Coombes, Richard Saundry, Kevin Rowan	Peer Launch of National Evaluation Report Ben Harper, Victoria Harris	Legal Engaging Mediation Advocates – Strategies for Collaboration Emma McAndry, Andrew Goodman	Professional Development Mediator Development and the Path Forward Adam Gersch, Jonathan Lloyd-Jones, Roger Levitt
	Return to Main Conference Room			
3.30 – 4.00	Inside the HMCTS Small Claims Mediation Service: Impact and Future Direction Presentation by HMCTS			
4.00 – 4.45	Global Trends in Mediation – Insights and Innovation from Around the World Panel Discussion, Chair Andy Rogers			
4.45 – 4.55	Conference Close			
5.00 – 6.00	CMC AGM The CMC AGM will take place on a separate link e-mailed to CMC members.			

Sessions in Detail



Trying to Get it Right: The General and the Specific – *Lord Neuberger*

Lord Neuberger, former Master of the Rolls and President of the UK Supreme Court, opens the conference with a keynote that explores how we navigate complexity in the pursuit of resolution. Drawing on deep legal and public experience, his address will offer a wide-ranging and thought-provoking start to the event.

12 November, 1 – 1.45pm • Keynote



CMC Update and what this means for you! – *Kelly Stricklin-Coutinho, Paul Adams, Victoria Harris, John Anderson*

Join us for a brief yet informative session where CMC leadership will share updates on the organisation's recent progress, current priorities, and upcoming initiatives. This session aims to keep everyone informed as we move forward together. Come and hear how your comments in the member survey helped to shape CMC's new three-year strategic plan and receive updates on programmes, partnerships and strategic direction. The team will highlight key achievements, current challenges and upcoming opportunities as well as sharing information about wider engagement to promote mediation.

12 November, 1.45 – 2.15pm



Justice, Dialogue, and Creativity: Lessons from London and Bosnia – *Bill Marsh*

Bill will speak about lessons learned from mediating with large groups of people pursuing “justice” in emotive situations. He will offer insights from mediating the claims and consequences of the Grenfell Tower fire, and from mediating city-wide environmental issues in Bosnia. Respecting mediation confidentiality in both situations (of course), he will focus on lessons for mediators.

12 November, 2.15 – 3pm



AI in Commercial Mediation: Ethics, Impact & Opportunity – Panel Discussion

Join us for a dynamic panel discussion exploring the rapidly evolving intersection of artificial intelligence and commercial mediation. How is AI already influencing the way parties prepare for mediation? What role might it play during the process itself? What are the implications for confidentiality, ethics, and the role of mediators? Our expert panel will examine the practical and ethical challenges posed by AI, as well as the opportunities it presents for practitioners. Whether you're just beginning to explore AI or already integrating it into your practice, this session will offer valuable insights to help you navigate this fast-changing landscape.

12 November, 3.15 – 4pm



Launching a Digital Map to Support Access to Community Mediation and to Create a Bedrock for our Communities– *Alice Matthews, Victoria Harris*

Access to mediation services is key to supporting individuals in conflict, fostering community cohesion and to benefiting the public sector services that support us all. In 2025 the CMC Community Mediation Working Group have worked to create a digital map of community mediation services enabling individuals to locate services and the public sector to commission them. Come and hear about our insights from the project, how the map will embed a new culture of conflict resolution, making mediation the foundation of how we resolve disputes.

12 November, 3.15 – 4pm



Reflections on the Social, Emotional, and Mental Health Impact of the Pandemic and the Emerging Impact on Students with Special Educational Needs – *Nicola Cleaver*

Nicola Cleaver will lead a discussion on the impact of the Pandemic for students with special educational needs and look at how the increase in statutory appeals is being responded to by the new Government. What lessons do we need to learn from the recent past and how might all those affected to include students, schools, parents and other stakeholders be better supported in the future? Attend to hear from Nicola Cleaver and take part in the discussion.

12 November, 3.15 – 4pm



ADR Academic Research Showcase – *Professor Jane Bryan, Zora Kizilyurek*

Learn about the latest developments in the field of Alternative Dispute Resolution (ADR) through this dynamic research showcase. This session will highlight recent studies and findings that will help to shape the future of mediation and conflict resolution. Attendees will also have the opportunity to find out how they can collaborate with the research community through the newly launched ADR Researchers Network. This is an excellent opportunity to engage with new ideas and connect with those driving thought leadership in the ADR space.

12 November, 3.15 – 4pm



Why Managing Conflict Between Families and Health Professionals Really Matters: Reflections from The Medical Mediation Foundation – *Sarah Barclay*

Conflict in healthcare can have damaging consequences for everyone involved as well as increasing the potential for clinical error. In this session, Sarah Barclay, the founder of The Medical Mediation Foundation discusses her experience of embedding conflict management and mediation skills into clinical teams and mediating communication breakdown between parents and health professionals in clinical territory where there are no easy answers.

12 November, 4 – 4.30pm



A New Era for Mediation: Realising the Vision of The Edinburgh Declaration – *Andrea O'Neill, Kelly Stricklin-Coutinho, Graham Boyack*

Join this thought-provoking panel discussion featuring senior mediation leaders as they unpack the significance, aspirations, and real-world implications of The Edinburgh Declaration. This landmark statement sets out shared principles and commitments to advance mediation globally and panellists will reflect on the journey leading to the Declaration, its intended influence on policy and practice, and the evolving role of leadership in championing its values. Attendees will gain insight into how the Declaration will shape the future of mediation at both national and international levels and what it means for practitioners, policymakers, and institutions.

12 November, 4.30 – 5pm



After Churchill: Legal Shifts and Strategic Implications for Mediation in the UK – *Amrik Kandola*

The landmark *Churchill v Merthyr Tydfil* decision by the UK Court of Appeal has reshaped the legal landscape for mediation and ADR in civil disputes. This session will provide a clear and practical overview of key legal updates that have taken place since that milestone case. This session is ideal for mediators, lawyers, and dispute resolution professionals navigating this evolving terrain.

13 November, 1 – 1.45pm



The Rise of the Consumer Employee – What this Means for Managing Workplace Conflict – *David Liddle*

Today's workforce increasingly approach the employment relationship with a consumer mindset—seeking flexibility, personalised experiences, and alignment with personal values. This shift challenges traditional models of management and conflict resolution, often leading to friction around expectations, authority, and communication styles. This session explores how this evolving cultural landscape impacts workplace conflict and mediation. Participants will gain insights into adapting conflict management strategies to address the needs of a more autonomous and value-driven workforce. How can we reframe disputes in ways that resonate with modern employee expectations?

13 November, 1.45 – 2.30pm



Cutting Workplace Conflict: Finding a Fix – *Panel with Kevin Rowan, Marie Coombes, Rachel Suff, and Richard Saundry*

Join CMC's Chair of the Workplace & Employment group, Dionne Dury, for an insightful panel discussion, exploring the cost of conflict (financial and human) and what needs to happen to engender a culture shift in UK businesses to move away from adversarial processes to alternative ways of resolving workplace disputes and what organisational and legislative changes are needed to drive that change. Dionne will be joined by an expert speaker panel including Kevin Rowan, Director of Dispute Resolution at Acas, Rachel Suff, Policy and Research professional and lead on CIPD's public policy work on employment relations, Professor Richard Saundry, University of Westminster, involved in leading research in this sphere and Marie Coombes, Winner Diversity and Inclusion, 2024 National Mediation Awards and specialist conflict resolution expert.

13 November, 2.45 – 3.30pm



Peer Mediation: Launch of National Evaluation Report – *Ben Harper, Victoria Harris*

During the Academic Year 2024-2025, members of the CMC Peer Mediation Working Group tracked the outcome of peer mediation in schools, charting the experience of pupils, year groups and overall school impact. At this Conference session we will be launching the report. Come and hear the findings of this first ever national evaluation project and add your voice to a discussion about the importance of embedding a better understanding of conflict management and resolution within education.

13 November, 2.45 – 3.30pm



Engaging Mediation Advocates – Strategies for Collaboration – *Emma McAndry, Andrew Goodman*

Join Andrew Goodman and Emma McAndry for a discussion about how mediators can work effectively with lawyers who have not received training in mediation advocacy. The session will look at how compulsory mediation might impact the attitude and ambition of party representatives. Our speakers will also examine the key attributes of a good mediation advocate, how to foster co-operation and recognise its limits as well as tips to mitigate the effect when paths diverge.

13 November, 2.45 – 3.30pm



Mediator Development and the Path Forward – *Adam Gersch, Jonathan Lloyd-Jones & Roger Levitt*

As mediation continues to mature as a profession, the importance of ongoing professional development has never been more critical. In fields such as psychology, law, and healthcare, regular supervision, mentoring, and peer reflection are considered important to ensuring both skill development and ethical practice. Should mediation follow suit? This session explores the future of mediator development asking whether activities such as structured supervision, group or individual coaching, and mentoring should become standard practice. Join our experienced panel as they share insights and invite you to be part of the conversation on how we support mediators to grow, reflect, and thrive.

13 November, 2.45 – 3.30pm



Inside the HMCTS Small Claims Mediation Service: Impact and Future Direction – *Presentation by HMCTS*

Join representatives from HMCTS's Small Claims Mediation Service for an insightful presentation on how the scheme is currently operating across England and Wales. This session will provide an overview of recent developments within the service and explore trends in settlement rates and user engagement. Attendees will gain a clearer understanding of the role mediation is playing in the small claims process and how HMCTS is shaping its future delivery.

13 November, 3.30 - 4pm



Global Trends in Mediation – Insights and Innovation from Around the World – *Panel Discussion, chaired by Andy Rogers*

This session explores recent international developments in mediation, sharing innovation and insights from around the world. Chaired by Andy Rogers this session will hear from experts from diverse jurisdictions who will share insights on emerging trends, digital tools, and the growing role of mediation in resolving complex disputes. Attendees will gain a global perspective on how mediation is being shaped by policy shifts, cultural influences, and innovation in both public and private sectors.

13 November, 4 – 4.45pm

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