

Susan Blake

IS A QUALIFIED MEDIATOR (**Elite Mediator**)

General Information

Susan qualified as a mediator in January 2005 having been trained by the Stitt Feld Handy Group of Canada on behalf of ADR Chambers. Susan is also an accredited workplace mediator having been trained by ADRGroup. Formerly a partner with a leading regional firm of solicitors having previously trained and worked in London. Susan has over 30 years' experience of assisting clients to resolve disputes by way of mediation, arbitration and litigation in the Land Registry, Employment Tribunal, Leasehold Valuation Tribunal, Property Chamber First-tier Tribunal; Magistrates, County and High Courts and the Court of Appeal.

Susan has mediated over 500 disputes ranging in value from £1,500 to £150 million in person, by telephone, via Skype and Zoom, and with interpreters and augmentative & alternative communication devices and has mediated a number of multi-party mediations. She has mediated disputes involving aviation, breaches of contract, data protection, freedom of information, negligence, nuisance, fraud, conversion, housing (private and social), TOLATA, property and trust disputes, probate/inheritance/will disputes, equestrian disputes, neighbour/boundary disputes, disputes over rights of way, debt claims, building disputes, estate agency cases, intellectual property, misrepresentation, professional negligence, director, shareholder, joint venture and partnership disputes, franchise disputes, Court of Protection disputes, employment and workplace disputes.

Susan is a CMC Registered civil & commercial mediator and workplace mediator.

Feedback received:

"Thank you for all your excellent work yesterday. I was very impressed with the calm, astute and professional way you carried out your work in what I suspect were trying circumstances. I think you more than earned your fee. I have just read the glowing tributes/feedback on the mediation 1st website and, having seen you at work, I have no doubt that they are well deserved. I shall certainly recommend your services to others in chambers. I look forward to working with you again."

"I mirror [the above] comment and shall certainly be instructing you again."

"I honestly feel very blessed that you were our mediator yesterday. You were an integral part in making it a success for us and I'm indebted to you for bringing this family saga to a close. I will never forget your kindness, patience and empathy Susan".

"I was counsel for one party. Prior to the mediation my assessment was that the prospects of a settlement were very poor. At the start the parties were very far apart. Ms Blake had mastered her brief and with meticulous preparation and excellent communication skills brought the parties to a settlement. After agreement was reached Ms Blake remained dedicated to seeing it concluded in writing with her much appreciated input into the drafting. An outstanding exposition of what mediation can achieve at a fraction of the financial and emotional cost of litigation."

"Susan was instrumental to the resolution of this matter in a hostile environment between both clients and unfortunately between the legal advisors. She managed throughout to keep the mediation on track when both parties felt that the mediation would fail, fully explaining issues to the client in a way which was understood and with candour which was appreciated. Feedback from the client was wonderful and her style was well received. We would have no hesitation in instructing Susan again in the future."

"I have undertaken many mediations and am also a mediator in my own right. Susan Blake is by some distance the best mediator I have ever used."

"Thank you for your hard work in achieving a settlement in what was a difficult case. The clients particularly appreciated your understanding of their position. I will definitely instruct you again as all the occasions I have used you, you have always interacted with the clients to make them feel at ease and clearly put in the effort to achieve a settlement. That is appreciated."

"Susan far exceeded our expectations. Thoroughly professional, courteous and very pleasant. Her warm, natural style put us at ease and her professionalism and knowledge gave us total confidence. Very happy with the outcome. Many, many thanks."

"Susan has a lovely empathetic manner and has patience in spades full. No one feels rushed or under pressure but yet momentum is maintained. She was just what the parties (who could not have been more different in their respective natures) needed."

"Thanks so much for your excellent mediation yesterday. We were both quite sceptical of the process and, given our history with the defendants, didn't, in our wildest imagination, expect a decent engagement or positive outcome. You handled us superbly!! Your thoughtful and careful introductions and absolute professionalism throughout, won our confidence and respect. The more we think about it the more we realise we made the right settlement decision. We're very happy with the result. Again, many thanks."

"An exceptionally gifted mediator. Client handling was second to none. Exudes empathy which drew both lay parties into the process as active participants in difficult circumstances."

"As a mediator myself, I was very impressed with Susan's immediate empathy with the clients and her unflappability (if that's a word) during the entirety of a 9 hour mediation in what was quite an involved and long running dispute. Previous settlement meetings and WP correspondence had not achieved the settlement that was so clearly called for in this case but with Susan's assistance such settlement was achieved. I would recommend Susan's services as a mediator."

"A settlement was a remote prospect at the beginning of the mediation. Ms Blake, far from being daunted worked hard and did not lose faith. I was impressed with the way she encouraged the lay client (and no doubt the other party) to appreciate the benefits of compromise when weighted against the prospect of litigation with all its stress and costs risks. Ms Blake battled on for 8/9 hours non-stop to achieve a settlement. My trust and faith in Ms Blake, based on a previous mediation, was rewarded."

"Susan was amazing - nothing I can say other than thank you from the bottom of my heart for everything you did. We are very grateful."

"I liked Susan's unfussy approach. She had a good feel about what might be usefully said to my clients, and what need not be said."

"Susan was fantastic; she put my clients at ease in a very stressful situation; she was 10 out of 10 on all counts!"

"Susan was excellent and spent a great deal of time with both rooms with a view to assisting the parties to reach a resolution. The day was particularly difficult for my client for a number of reasons which Susan was mindful of and her ability to engage with her was excellent."

"Susan was very empathetic with my clients and helped them realise the importance of looking forward and not at events which had happened in the past. Susan was very professional and I think we would have struggled to settle without Susan's experience and invaluable advice/suggestions. Susan was brilliant and I would highly recommend her."

"Without Susan we would still be going to court. Her hard work, perseverance, wit and humility managed to bring both parties together to a final solution. Thank you."

"With Thursday's mediation meeting under my belt I cannot await my next mediation provided you are the mediator!! I must admit I was quite shattered by the time I arrived home, but no doubt that was the result of the champagne! It would be a very poor show if the opposing parties, friends of quite long standing, cannot put their differences behind them and move forward in a most convivial way!!"

"Thank you so much for your work on the case today. I thought you were just brilliant. This dispute has hung over me like the Sword of Damocles and I became convinced that nothing would move [the other party] from his entrenched position. I was in fear as to where this would ever stop - and what it might cost. You were the first person to see clearly into this dispute. I thought that you conducted the negotiation faultlessly. I don't think it was possible to do any better. So thank you Susan. I am now a free man again and can carry on with my life."

"I am grateful to you for the technical mediation skills that you brought and the thoughtful and compassionate way in which they were applied. I have worked with a number of elite mediators and without wishing to "blow smoke" you are head and shoulders above the others."

"Susan was fantastic, she made a very difficult and emotional day as bearable as it could be, getting our questions answered and keeping us focused, as well as ensuring our personal welfare with breaks and fresh air etc. I would certainly use her again for such a personal matter."

"What a day! So pleased for [my client] and I also hope she feels it was the right decision. Thank you so much for your time and dedication yesterday - we couldn't have done it without you!"

"I am most grateful to you personally for your guidance, expertise and diligence. You were very professional and presided over the proceedings in a calm, calculated and objective manner achieving a result which is clearly the ultimate aim of the mediation system. Thank you Susan for your help and guidance. I very much enjoyed meeting you and in a bizarre way enjoyed the experience!"

"I was most impressed with the way that you conducted the mediation and your guidance to our client was really beneficial in steering him to a negotiated settlement. I will certainly be recommending you to clients for future mediations. Many thanks again."

"Very helpful and eased much of the tension between the two parties and although I don't quite understand how she managed it, she made the other party approach the discussions in a reasonable way."

"I highly recommend Susan as a mediator for contested probate disputes. She is always extremely well prepared and key to overcoming initial hurdles which enable the parties to get down to having meaningful discussions on the day. Thank you for your help in obtaining another successful outcome."

"Very interesting and valuable day. Susan was patient and extremely helpful. She guided us through the process with ease and made what could have been a very difficult day very straightforward and easy to understand. She was very good at setting the tone for both parties and ensuring that a solution was found. We would not hesitate to use her again should the need arise."

"I want to put on record both my client and my own thanks for your considerable efforts in helping to achieve a settlement when, at one stage, it appeared that was not likely."

"I would like to thank you for how you conducted the mediation. I was very much of the opinion at the beginning of the day that it was likely to deteriorate quite quickly, bearing in mind the personalities involved. However, this was not the case and I think that you should be commended for the same. The fact a settlement was achieved was an excellent result."

"I was extremely impressed with Susan Blake. I have been involved with many mediations and in inheritance cases it is often the case that a mediator is either sympathetic and a good listener to the concerns of the client or proactive to encourage settlement. Susan was brilliant in both roles. I would definitely use her again."

"Susan is a very skilled mediator and managed to be sensitive and kind while remaining completely professional. She made me feel at ease and is very good at communicating and explaining everything. I feel my outcome may have been different had I not chosen her."

"Many thanks for all your help. I am so pleased this is all over. Woke up this morning feeling like I had won the lottery. Really you never know what life will throw at you but I am so pleased it threw you our way. Your skill shone through."

"Thank you once again Susan for your highly valuable services in reaching settlement at our mediation yesterday. Your input is always extremely important on the day and particularly on this case where a number of parties and high emotions meant that there was a very real possibility of settlement not being reached without your help. Your compassion for the client's position was also, as always, really welcomed. Thank you and I will be using you again shortly I am sure."

"Ms Blake was not only thoroughly professional and meticulous as to every detail, but in addition proved to be a kindly and compassionate person. This lady is a credit to herself and to mediation1st."

"Susan is a star. So helpful and good at managing a very difficult client and situation."

"You are an exceptional mediator and we are so grateful for all of your efforts. I hope to work with you in the future."

"As ever Susan was tactful and sensitive with the client in what was a difficult and emotional family dispute. Susan recognised what our client needed to achieve and facilitated an agreement that achieved just that. Thank you again, Susan."

"Susan was extremely well prepared, communicative, calm, sensible and efficient. She was generous with her time and used the day incredibly effectively. This was a case with remote prospects of settling and it is testament to Susan's skill and tenacity that we were able to reach a satisfactory agreement by day's end."

"Another excellent outcome with Susan Blake on a mediation which we didn't expect to settle. As ever Susan was fully on top of the papers (not inconsiderable in this case), compassionate and innovative in her solutions as to how the parties could break through the deadlock which was still ever present by mid-afternoon. I would highly recommend her and will be instructing her again. Thank you Susan!"

"Mediation was a route I was sceptical about but having been through it with an excellent mediator I would consider it in the event of any further disputes. Susan thank you for your hard work - your experience showed through."

"Thank you so much for all your efforts bringing this matter to a conclusion yesterday. I had the opportunity to speak with [the barrister] last night and he commented on your sterling efforts and how well you conducted the mediation... Thanking you once again."

"Another excellent mediation with Susan Blake. My client was vulnerable and very sensitive given the nature of the claim and the mediation was handled with absolute sensitivity, understanding and care from Susan. The client very much appreciated this. I always value Susan's input at mediation as I find her to always be willing to go the extra mile to aid settlement and she is in no way a passive mediator. Highly recommended, excellent mediator."

"Susan was very good at communicating with my client, and helping manage his approach to the day. She also achieved movement, and thereby settlement, from the other side when their position had previously been intractable."

"Able to deal with large personalities effectively without getting drawn into their influence. Focused throughout on the needs of the clients. I would thoroughly recommend"

"Susan was excellent at creating an atmosphere on the day which fostered agreement. Her appreciation of mental health issues and the impact this can have on negotiations was invaluable and I would highly recommend her for future mediations."

"It was a pleasure to meet you today. Thank you for your hard work! An excellent service with a very competent mediator. I would not hesitate to recommend Susan to anyone who wants a courteous, kind and caring professional. Exceptional lady!"

"I am simply amazed that you managed to perform the mediation equivalent of turning loaves into fishes. Once again my heartfelt thanks."

"Thank you so much for all your hard work yesterday. I could tell this one was probably harder than most. Thank you for staying so late and, although I hope never to be in a similar position, I would happily ask you to help next time. You were fantastic!"

"Susan was phenomenal, helpful in every way. She really took the time to understand everything and we managed to come to a settlement. Thank you Susan for all your kindness, understanding and input. You listened and gave us time to think and act accordingly. You showed great empathy and you truly cared about resolving the matter. I felt so comfortable and at ease. Although I didn't want mediation in the first place, you made it so comfortable. Thank you and I hope I don't have to use you again but if I do, then I will be in contact."

"Thank you so much with everything. You put me at ease in a situation where I had so much emotion. Thank you for your support and kind words. I can't wait to start my new life. When I went back and told [x] it was all resolved, I could see the weight lifted off her shoulders. Couldn't be happier. Thank you again."

"It is clear that Susan enjoys her job and gains satisfaction in successfully mediating issues. Her relaxed and friendly approach helped put myself at ease for what could have been a very stressful day. Susan successfully applied her mediation skills in reigning everyone in and keeping the goal in sight for all parties. Overall I am delighted with having Susan mediate for me. Hopefully I will never require mediation in the future. However, if I do I could only hope that they will be as half as passionate as Susan."

"[Susan] kept my clients at ease during a difficult and protracted mediation. She remained professional at all times, and proved integral in resolving the matters at hand".

"I have dealt with Susan now on three occasions in person and on every occasion the mediation outcome was successful, largely due to Susan's skills as a mediator".

"Susan's manner was relaxed and reassuring and reaching a settlement which was acceptable to the parties was less painful than I might have expected".

"Susan had a very pleasant manner with us (solicitors and clients), and we would certainly recommend Susan or use her again".

"The mediator was friendly and approachable and very professional and helpful in helping to resolve the dispute. I would highly recommend Susan Blake in the future".

"Thanks for helping us through yesterday. We were quite stressed out, not knowing what to expect and we found you to be very helpful and personable. We expected it to be formal and stuffy, but you made it very comfortable and informative. We both agreed it was like discussing your problems with a friend – like we'd known you for years".

"Susan Blake was approachable and focused; a robustly effective mediator with a strong sense of empathy".

"Miss Blake was very kind and patient with our client (and her excitable husband). The mediation process was carefully explained. Miss Blake listened patiently to our client's views and comments and, by the outcome of the negotiations, was able to convey them adequately to the other party".

"Susan Blake was pleasant to deal with but nonetheless commanded authority. We briefed Susan at the last minute but she was calm and up to date. Susan used creative ways of developing the mediation which turned out to be very effective. Susan facilitated negotiations skilfully so as to maintain the parties' bargaining positions".

"Whilst Susan is a professional mediator, I think that we can all appreciate the effort that it took to bring yesterday's meeting to its exhausting, but happy, conclusion. Please pass on our sincere and grateful thanks to her".

"Excellent service from Susan in trying circumstances. Would wholeheartedly recommend".

"Susan was very professional, and listened carefully to the points made by the client. She assisted her to see the case from a different light, and to concentrate on what she really wanted to gain from the proceedings".

"Susan Blake was extremely approachable and worked very well with the clients".

"We were most grateful for your input. In the event I shall be pleased to instruct you again as the occasion requires"

"The fact that we managed to achieve any kind of consensus between the parties let alone agree settlement was a testament to the tact, diplomacy and application of our mediator on the day. A view shared by me and my clients. Thank you Susan."

"We write further to the above mediation in this matter which was presided over by your Susan Blake with aplomb. Both we and our clients feel that negotiated terms of settlement would not have been reached between the parties without Susan's decisive and effective input with both parties, but still managing to retain a pleasant manner for which we and our clients are most grateful. Once again, we are very grateful to you and your Susan Blake for her kind and most efficient dealings in this matter".

"Thanks Susan. Real pleasure meeting you. Thanks for your help in getting this deal done. Happy client!"

"Really helpful and approachable. We all felt at ease and felt [Susan] was interested and focussed".

"My thanks to you for dealing with this matter in a sympathetic and considered manner. I am very grateful to you and would not hesitate to use you in the future"

"Very happy with service provided by Ms Blake and would recommend her highly".

"Susan was patient and extremely approachable. She was able to listen and present a neutral sounding board which is essential for facilitating constructive negotiations. Following mediation a settlement was reached and we are certain that the mediation played a role in this. Highly recommended".

"Our involvement was somewhat peripheral and although we did not see the mediator as much as some of the other parties, she was clearly effective and worked extremely hard throughout a very long and demanding day."

"Much of Susan's time had to be devoted to helping resolve the dispute between the other parties. It was evident that Susan worked very hard to help achieve this. Susan had a very calm and focused manner and kept us informed of progress throughout the day and she was constructive when discussing possible options for settlement. Very pleased with Susan's performance".

"Excellent service. Although Susan spent more time with the other parties it did not detract from the quality of the input she gave us on the day".

"Fantastic service. Ms Blake was prepared and willing to go above and beyond to help reach a settlement".

"Thank you for all your help yesterday. We will of course consider you in the first instance if we ever require any further assistance."

"Clients and I are entirely happy with the calm and capable manner adopted by Susan."

"All we can say, we thought she was excellent."

"We were impressed with the mediator. Susan was the most important thing on the day ... thank you very much for facilitating a fair and professional day with a sensible outcome for all, dramatically saving time and money for all, very worthwhile, thank you."

"I must thank you for the effort that you put in with [our solicitor] on [the mediation]. I personally thought that we would not get a result, let alone the result we came away with. I can only hope that a real truce has been won and we will not need of either of your services again."

"Susan was very attuned to the emotional needs and concerns of our opponents and demonstrated great flexibility in ensuring the negotiations continued to progress in a positive way until settlement was reached late in the evening."

"Susan was on the day the consummate professional, very helpful and a pleasure to deal with. An email a few days after just following up on the day's events and making sure I was ok. A wonderful, helpful lady. Thank you."

"Very pleased with Susan - so was my client and her son who attended - they stated she did an excellent job. Many thanks."

"Very helpful and understanding of both parties' needs and big influence on reaching a settlement on the day."

"Thank you for your calm and kind approach to the mediation. You did a great job."

"Thank you for all your help in achieving an agreement. I don't think we could have done it without your help."

"This was the first time we had used Susan but she helped the parties reach an agreement when, at the start, they were poles apart."

"Susan was fantastic! Thank you again."

"Susan was excellent and grasped the facts quickly - missing nothing and dealt with a difficult party at length and to a final end."

"Susan is always excellent with expertise in contested probate matters which is always invaluable - she is also good value for money."

"I was absolutely happy with the mediator and mediation. Susan gave me a very good example of real professional work."

"Thank you again so much for the most helpful mediation. You cannot even begin to imagine what an important event took place on [the day of the mediation]! To say that all my family is happy and grateful is to say nothing. Thank you again and again."

"Susan managed two somewhat volatile parties with ease and ensured everyone stayed focused - this helped to achieve a successful outcome for my client and made the mediation very worthwhile."

"Susan's mediation skills were outstanding and the result has provided us with a huge sense of relief that a court case has been avoided."

"I woke up relieved that we had reached a deal. I would have kicked myself if I had left earlier without settling - thanks for "making" me stay because I was ready to walk out the door! I haven't got any regrets over the decision we reached and am looking forward positively. Hopefully I will never be in the situation again where I need a mediator but I certainly know where to come if ever I do. Once again, many thanks."

"Susan worked tirelessly in trying to find a resolution to a very difficult problem. She never gave up hope. We did not conclude until after 10 pm and whilst the rest of us were flagging she remained calm and focused throughout."

"Thanks to your good offices, a deal was agreed; better than I expected. This closure, after several years, is a relief."

"Very good experience, with an exceptionally pleasant mediator."

"Excellent mediator who dealt with two very opinionated and forceful parties. Calm demeanour and a settlement achieved."

"My clients were reassured by Susan's calm and approachable manner."

"Susan was empathetic with my client in a difficult situation and persistent without being overbearing at a time when it looked as if the mediation might not be successful and, as a result, we did eventually reach agreement."

"Thank you for your excellent, patient and disarmingly calm and effective service."

"Susan was exceptionally patient, civilised and effective. She was a calm and thoughtful influence on the discussions and worked hard to diffuse any acrimony. Her dignified and impartial approach ensured a satisfactory settlement."

"Very helpful and skilled mediator."

"Susan worked very hard and late in the day to help achieve a settlement which was much appreciated by both my client and I."

"We have been very impressed by Susan in recent mediations."

"Thanks for your hard work at the mediation and I will be happy to recommend you in the future."

"You were grand and thank you."

"Thanks Susan. Great seeing you again and having the opportunity to work together. I always enjoy these sessions - you make the experience calm and constructive."

"I know [my client] felt very relieved to have a mediator who was so sympathetic to her position, and how difficult she was finding the whole process. I would certainly recommend you to colleagues mediating similar disputes and I hope to work with you again in the future."

"I thought your assistance on the day was invaluable so thank you to you for moving the process along and showing a great deal of empathy for my clients on what was a very emotional day for them."

"Very personable and well prepared."

"Have used Susan several times and think she is superb - so easy to communicate with, applies common sense. I think she is great. Always look for opportunity to appoint her."

"Thank you for your help in achieving a settlement which I must say I thought right from the start was going to be impossible!"

"I was very impressed with the sensitive and eloquent way you dealt with [our client]."

"Susan worked very hard to secure what was a challenging settlement."

"Once again our considerable thanks for your expertise and skill in helping to steer this to a settlement."

"Many thanks for your sympathetic and realistic approach which helped bring this rather sad story to an end."

"Susan is a skilled mediator and worked hard to reach a settlement on the day. I would definitely use her again!"

"Susan was extremely helpful throughout the mediation, particularly when faced with what at one point appeared to be a stalemate between the parties. She explained matters throughout in a clear manner for the benefit of the client, providing the client with confidence and support when needed. I would not hesitate to instruct Susan again in the future or to recommend her to others."

"It was a pleasure to work with you and thank you. You helped make it a very comfortable and easy process. I hope to work with you again soon."

"I was very happy with the service and approach of a mediator for the first time in ages!"

"Susan was excellent as usual."

"Susan worked very hard at assisting the parties reaching an agreement in a very emotive case. I thought her interactions with the client were very helpful and assisted my client during the course of a very long and difficult day for her."

"Another difficult matter where Susan's invaluable assistance undoubtedly helped the parties reach a settlement."

"Super job Susan. You handled this sensitive matter expertly as ever."

"I didn't think this case would settle in a million years. Well done, Susan for your perseverance and efforts. The detail involved and the characters in the room did not make it at all easy for you."

"I just wanted to send you an email on behalf of [x] and myself to thank you for all your efforts. It really was an exhausting day for all of us and, now that the dust has settled and heads have cleared, we both feel happy with the settlement we achieved."

"We can honestly say that neither of us thought a settlement would be possible - both before the mediation and probably up until around 8.30 pm ... so thank you for working so hard at getting us "over the line".

"I thought you were very professional in your approach and skilful in the way you brought about the settlement. All in all a first class job."

"Susan was delightful and v v good with two v different parties."

"Susan is a good listener and responded sympathetically to my client. The dispute was emotionally charged and Susan was able to guide the parties through to a settlement in a calm and rational manner, being respectful of their feelings but without letting them overtake the day."

"I have used Susan's services as a mediator before when I was very happy with the calm, measured and fair balance which she brings to what is a very important day to the parties concerned. Susan was no less impressive at last week's mediation when her input was almost certainly the difference between us bridging the gulf (as we did) between the parties and the matter proceedings to a costly and even more fraught trial. I would not hesitate to use Susan and mediation1st as a jointly appointed mediator in the future."

"Susan was instrumental in bridging the gap and getting a settlement concluded."

"Thank you for your help. If not for the mediation this would have been a long and expensive bit of litigation. Your help was vital in getting the matter resolved. My client is happy with the result - as am I."

"I cannot pick a fault in any aspect of the work today. This dispute has rolled on for months and Susan is the first person to truly understand it and then to make a good resolution. I thought she had very good instinct and I felt that everything that I said was heard and understood. Where she was able to guide and advise she did so wisely and I very much appreciated this wisdom and experience. One always balks at legal fees, but in this case, I think it is the best value for money I have had for many years. I hadn't been aware of the mediation system but I think it is marvellous and it would be my first port of call in future. I couldn't recommend Susan more highly."

"I am confident that I speak for everyone when I say that we all greatly appreciated your invaluable work and patience throughout the course of the day. I do not think that we would have achieved a settlement without it."

"[My client] and I were very grateful to you for your patience, hard work and invaluable contribution to achieving a settlement. I will certainly be recommending you as a mediator to my colleagues. It was a pleasure working with you."

"Thank you for leading us down the path to a successful resolution and being so sensitive to the painful situation in which [my client] found himself."

"Thank you for your invaluable help and hard work at the mediation. [My client] was pleased with the outcome. I look forward to having the opportunity to appoint you as a mediator again."

"Very pleased with Susan. Handled the mediation well and added value in respect of the possible monetary outcomes for the client. We shall certainly add you to the contact list for future matters"

"Susan read the papers thoroughly and did everything to assist in settling the case at the mediation. I would highly recommend Susan."

"Thank you for all your help. It was great to meet you and I am really grateful that, together, we managed to settle the matter. Our clients were very pleased with the outcome. I hope to work with you again and would happily recommend you."

"I am convinced that the case would not have settled without your very special care and attention to detail. I, my Instructing Solicitor and my lay clients are very grateful for your input."

"I am very pleased we were able to settle the matter with your help. I have a few colleagues who speak highly of you as a mediator and, given the result today, I will certainly keep you in mind for future mediations."

"Susan has all of the skills of a good mediator but what set her apart was her empathy. Susan was able to communicate to the parties that settlement would not just bring resolution to the legal dispute but would enable the parties to move forward positively."

"This was a very sensitive dispute (due to the family relationship between the parties) that had already caused much heartache and hefty legal fees, so we were very hopeful that mediation would be successful. Susan's calming approach with clear and firm direction was vital to the mediation's success. Many thanks!"

"We were as you know fields apart at the outset. Thank you so much for your help with this. I think your understanding of the issues of the dispute was invaluable. I definitely will recommend and use your services again."

"Very friendly and personable, sterling work done dealing with the other side, who needed to move from an entrenched position."

"Thanks Susan. It was a collaborative effort...with you at the heart of the collaboration, so many thanks indeed! [My clients] still felt good about the settlement the next morning, which is the very best measure there is of the day's success! We will happily use your services again."

"Susan clearly understood the issues in the dispute. The parties were fields apart at the outset and she managed to help us bridge the gap and achieve a settlement. Job well done."

"Thank you once again for today, you were wonderful! [X] and me are really grateful for your professional and compassionate approach. You absolutely turned a stressful and emotive day into a relaxed and worthwhile process from start to finish."

"An excellent professional and compassionate service. Susan's personable demeanour meant a very emotive and stressful day was led in a manner that felt both inclusive and safe throughout. Her due diligence of our case resulted in a fair and equitable outcome for all concerned. I would not hesitate to recommend Susan's service."

"It was good to meet you today. Thank you for providing the mediation service. You managed to create a calm and relaxed atmosphere for the mediation which gave both parties the opportunity to meet and discuss their differences in a very professional and rational manner. I am pleased that a settlement was reached which is quite an achievement considering how far apart the parties were. I would have no hesitation in recommending mediation1st. You provided a first class service."

"It was lovely meeting you and we were both very impressed with how you dealt with matters patiently and professionally. It was truly worthwhile in the end."

"You did an outstanding job."

"Very professional, patient and knowledgeable."

"Great to meet you yesterday and many thanks for all your efforts. They were no doubt instrumental in settling the matter."

"Thank you for helping us nail a settlement in what were undoubtedly challenging circumstances."

"Thank you for your assistance in achieving settlement. The clients said you were "fantastic" and they are very pleased and relieved to be able to move on with their lives without court proceedings hanging over them."

"Her approach and demeanour throughout was excellent."

"Thank you for all your efforts yesterday which produced a settlement which I am sure I did not expect before we started."

"Thank you very much for your good diplomacy in getting a tricky situation to a resolution."

"I will certainly bear you in mind for future cases as you were excellent to deal with and the client is very happy with the result in a tricky old situation for her."

"Susan so good that I cannot see how she can improve."

"Thank you again for the professional and caring way that you handled our side of the mediation. It goes without saying that this comes from all who took part. The look on [X's] face when it became obvious that an acceptable agreement had been reached was worth all the time and effort."

"I am genuinely grateful for your efforts in resolving what looked to be something of an intractable dispute. No doubt our paths will cross again in the future."

"Susan has now successfully mediated two very tricky cases that I have been involved in. I would not hesitate to seek her assistance in future."

"I'm aware our clients were very happy and impressed with the service provided. We will certainly retain your details for future matters."

"Very friendly and helped diffuse a difficult situation."

"Susan was calm and professional under very difficult and emotional circumstances."

"I was very pleased with how you approached matters with apparent sensitivity and patience and will have no hesitation, where circumstances permit, in approaching you in the future to enlist your assistance in resolving matters through mediation."

"This was my first time dealing with mediation in relation to civil litigation. I found Susan to be an excellent orator who was able to put my client at ease in what was a very difficult and stressful situation, especially when discussing his father's wishes before he passed. I can only say that the outcome was a testament to the work that Susan did

during the mediation."

"Susan really put my clients at ease and talked them through the process - the most important thing was that they did not feel rushed or pressured."

"Susan expertly handled the mediation, resulting in an unexpected settlement in this matter."

"I think [my clients] were very relieved to reach a resolution on the day. Thank you for mediating. I thought you did an excellent job of building rapport with my clients and helping to get them over the line. I will keep you in mind for future mediations."

"I thought Susan was excellent throughout the day."

"The privilege of having you mediate on our behalf is indeed mine. The issues we were facing had lingered for so long, and I'm so happy and impressed with how you very calmly helped us reach an amicable end. I thank you so much for that. I did leave for home with a huge feeling of relief as well as awe of how you helped us through with it."

"Thanks Susan. Oddly I think [my client] had a good day out."

"Having been in a difficult position for the past few months and one in which I do not wish to repeat, I must thank you for your sterling effort, manner and commitment in accomplishing the successful settlement. Such an unknown scenario for me was daunting but when we met on the morning you immediately put me at ease and gave me such confidence - I knew I was in good hands!! I am very pleased with the outcome and feel very fortunate in my solicitor appointing you to handle the mediation ... what a result!! Thank you so much Susan. I am most grateful to you."

"On behalf of [my client] and myself we would like to thank you. I think it's right to tell you that you approached the matter with a degree of compassion and empathy that was needed for such a matter."

"Thank you for all your help. As you know from her reaction once the deal was done [my client] was very grateful for what you did and the relief of putting this to bed. It would be good to work with you again on future mediations."

"Thanks Susan for all of your guidance and patience in getting the heads of terms over the line. It was a pleasure to meet you. I will see you again I am sure. [My client] was impressed, which means a lot!"

"Our thanks to your for your expert mediation as always."

"I found that you managed Zooming very well. It was simple and more comfortable than a face to face, so thanks again."

"Thanks very much for all of your hard work. I suspect all we saw in our room was the swan gliding along the surface...I look forward to working with you again."

"It was truly such a pleasure watching you work. Your patience is endless and ability to listen to parties with such empathy and compassion is truly such an extraordinary skill. I hope to have the pleasure of working with you again soon."

"Thank you for all your work, you were excellent as usual."

"It was the first time I had been involved in a mediation via Zoom, and I thought it worked really well - and ... no travelling time, which was great!"

"It was our pleasure to have you as our mediator."

"I am very pleased with the outcome and really appreciated your input and approach. I look forward to working with you again."

"Please accept, first, my grateful thanks for all your efforts yesterday, and, secondly, my assurance that, in saying that, I am not merely observing convention. [My clients] and I were impressed at our first meeting [on site] with your command of the papers, your calmness and your understanding of the issues. Our first impressions were more than confirmed throughout the course of yesterday. I was not optimistic of a successful outcome; that we achieved one was in no small measure down to your perseverance, guidance and patience over a very long day. Throughout my career, when choosing counsel, and, in more recent times, mediators, I have tended to stick with a rather closed circle of trusted choices. I will not hesitate, though, to recommend you and to call on your services in the future. Thank you once again."

"It was great to meet you and experience your professionalism. Thanks for a yeoman's job."

"Thank you for the kind and caring manner in which you dealt with the matter. I hope that we have the opportunity to work together again in the future."

"Many thanks for all your exemplary work today. We both felt that you handled the situation with both expertise and the utmost diplomacy. I can say with surety that you will be our first point of contact in the future if or when required."

"This case was impossible to mediate and there really wasn't much of a prospect in settling it, but you did. Thanks."

"It was a pleasure working with you and we are grateful for your assistance in helping the parties to mediate successfully. Your input was invaluable."

"It was lovely to meet you and thank you for all your help in facilitating a compromise. I hope to work with you again and will certainly recommend you as a mediator."

"It was lovely to meet you. I see that [X] does not have a monopoly on excellence as a mediator. I am sure we will work together again in the future and I look forward to doing so."

"Thank you so much for mediating this matter. Given the protracted history of this matter the benefit of your assistance is unquestionable. Thanks again."

"Please may I take this opportunity to thank you for all of your assistance not just [on the mediation day] but also in the run up to the mediation. Your expertise and input throughout has been very greatly received and was absolutely fundamental to settlement being achieved. It was a real relief to be able to settle a matter that's been rumbling on for a number of years. I do hope that we get the opportunity to work together again in the future."

Email: mediation@clerksroom.com

Clerksroom, Equity House, Blackbrook Park Avenue, Taunton TA1 2PX