



## MEDIATION SERVICES

**Stening Consultancy Ltd.** offers a portfolio of management development/personal effectiveness programmes and consultancy services helping managers and teams, across a range of business sectors, improve effectiveness, productivity and performance. As most organisations today operate in a competitive climate, we will work in partnership with you to strengthen management capability, enhance employee job satisfaction and ensure your policies are compliant with current legislation and industry good practice.

Committed to equity at work, Stening Consultancy provides high quality, professional services which offer your organisation and its people added value. Our range of services includes:

**Management Development Programmes, Personal Effectiveness Programmes, Consultancy, Diversity Awareness Programmes, Mediation Services and Coaching for SMEs.**

### MEDIATION SERVICES

Workplace disputes are a fact of life that can be managed effectively to the benefit of individuals and organisations. Workplace mediation is an alternative form of dispute resolution, particularly suited to resolving disputes between individual colleagues, their managers or the organisation itself. This process can resolve issues, which if ignored, could lead to long drawn out grievance procedures.

**Stening Consultancy can offer your organisation and its people, the following workplace mediation services:**

- Training for managers and supervisors to enable them to confidently mediate disputes
- Advice and support on setting up an in-house mediation service
- An independent mediation service when the use of internal mediators is inappropriate

**Key benefits include:**

- Improved confidence and effectiveness when handling workplace disputes
- Increased productivity and improved performance
- Less work-related stress
- Fewer staff discipline and grievance cases
- Reduced staff absenteeism
- Increased staff retention
- Reduced threat of litigation
- Stay outcome focused and accountable
- Improved working relationships

**Principal Consultant/  
Managing Director  
Letitia Stenning B.ED (Hons) MBA**

Letitia's career spans extensive periods as an educator, and then as head of education personnel for two local authorities. Prior to establishing Stenning Consultancy in 2001, Letitia was assistant director (training and development) for a national charity. As a firm believer in lifelong learning Letitia also has a diploma in personnel and employment law, diploma in stress management, certificate in teaching drama and most recently completed her master practitioner certificate in NLP (Neuro-Linguistic Programming).

Letitia has a daughter at university and is actively involved in her local community on a voluntary basis.

**Associate Consultants**

We have a team of associates who are friendly, skilful and with several decades of experience to meet your development needs.

**Office Manager  
Jenny Welch**

Jenny has always enjoyed a life which involved interaction with lots of people and has spent many years as the personal assistant and chief administrator to the director of a large voluntary organisation working with people of all ages. Jenny has also enjoyed time as a secretary as a civil servant and a professional squash coach.



*“ Letitia Stenning has been a useful, objective facilitator in conflict resolution. ”*

**HR Officer, Local Authority**

*“ I was nervous about the mediation training course but so glad I attended. ”*

**Team Leader, London Local Authority**



**Stenning Consultancy  
People Developers**

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