



**Helen Waters**

**Mediation experience**

Helen completed the Civil and Commercial Mediation training with Align Mediation in November 2016. Before that time, she had undertaken 3 years as a volunteer mediator with her local Mediation Services, dealing with many neighbourhood disputes, when called in by the Local Authority, Housing Associations or the Police.

Helen builds rapport with clients easily, and understands the importance of putting people at ease quickly. She is calm, patient and professional but also down to earth. Her non-judgemental manner helps to reassure both sides that she is looking for the best solution for all concerned.

**Professional experience**

With more than 23 years in business and finance, Helen has a wealth of experience regarding the business world. She has, until very recently headed up a department with 130 staff, and has seen how mediation benefits difficult situations in the workplace.

As a Financial Adviser for many years, confidentiality is second nature, as is looking for the best solution for her clients.

She currently works as a Business Consultant, which allows time for mediation cases as they arise.