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Mediation pioneers

Forward looking HR firm among first in new arbitration era

By DAVID OLD

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AN HR firm has trained up in time to become one of only a handful of organisations in the region qualified to deal with a new workplace code.

As of last month, a former law on workplace discipline and grievance procedures has been replaced with an Advisory, Conciliation and Arbitration Service (ACAS) code of practice.

Newcastle-based Professional People Management (PPM) has invested in mediation training by the Institute of Arbitrators, to be accredited associates of the Institute of Arbitrators in the North.

PPM director Maureen Lindberg said: "Often, by using a mediator such as PPM, 90% of disputes can be resolved in just one day, with simple disputes often resolved in just half a day. This doesn't cost the earth."

Maureen and fellow director **Monique Ewart**, ex-Northern Rock HR senior managers, can guide large businesses through restructuring and redundancy and provide consultancy services to smaller businesses without in-house HR.



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LEADING LIGHTS – PPM’s Maureen Lindberg (left), and Monique Ewart

