

Sharon Crooks



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Sharon is a CMC accredited Mediator, certified to support conflict resolution in Civil & Commercial, Workplace and Community matters. She has experience of dispute resolution in large multi-national as well as small not-for-profit organisations, and regularly mediates disputes between service providers and their customers, colleagues, trustees, family members, and members of different kinds of communities.

Areas of expertise

Conflict resolution in the workplace and in leadership teams, drawing on over 30 years of HR experience in the Corporate, SME, Education and Charity sectors

Contractual disputes, particularly professional services and disputes between Company Directors

Community Mediator in a range of contexts including faith communities

Accredited Trainer and Restorative Justice Tutor - PTTLs

Accredited Mediation Trainer - ADR-ODR International

Solution Oriented Conflict Coaching practitioner - Ealing Mediation Service

Professional Memberships

CMC Registered Civil and Commercial and Workplace Mediator - ADR Group 2016

Fellow, Chartered Institute of Personnel and Development

Trustee of Wandsworth Mediation Service

Professional Experience

Founded Peacewell in 2018 to offer Mediation, Dialogue Facilitation and Training

Consultant, Facilitator, Mediator, Jade HR Solutions 2014 - 2018

Director, PlusHR 2011 - 2013

Author & HR Consultant 1999 - present

Director, HR Services, Diageo, 1994 - 1998

Client Testimonials

'We contracted Sharon to mediate a very complex multi-organisation dispute within our membership. Sharon worked with local leaders to achieve a positive outcome and support better working relationships. This resolved a long-standing issue that had previously taken a lot of time and resources and we were incredibly pleased with the result.' Head of Member Relations and Support, large bi-national federated charity.

'Sharon brings a rare but powerful combination of expertise and humanity to the table. I have been grateful for her technical advice on a number of occasions but also for her calm and helpful presence as a facilitator in the room... Sharon's advice and style helped to draw a potentially damaging situation to a positive conclusion for all. I cannot recommend her strongly enough.' Leader in the education sector.

Sharon was able to skillfully differentiate between several minor issues, and the key major issue that was being obscured by them.... We were very impressed by Sharon's diplomatic style and approach that resulted in a pragmatic and commercially viable outcome. Department Head, Inspection and Quality Assurance organisation.