

# EFFECTIVE CONFLICT RESOLUTION

HERBERHOLZ MEDIATION  
SERVICES

# THE POWER OF CONFLICT MANAGEMENT



Effective communication is paramount when navigating difficult conversations in the workplace.

Disagreements in the workplace have become increasingly intertwined with critical factors such as employee retention, productivity, and overall well-being. If left unaddressed, disagreements can escalate into conflicts, resulting in heightened stress levels, resistance, and dysfunctional interactions.

Individual responses to conflict are many and complex. Our experience shows, that many professionals tend to shy away from confrontation, perceiving it as risky, uncomfortable, and potentially damaging to relationships. Additionally, a notable gap exists in the training, support, and resources provided to executives and managers for effectively managing conflicts with confidence.

Through our workshop training, consultancy, and mediation services, companies can empower their workforce to navigate conflicts successfully by:

- Fostering successful communication strategies that encourage openness and understanding.
- Implementing proactive measures to prevent conflicts from escalating into larger issues.
- Developing sustainable approaches to resolving conflicts, fostering a healthier work environment.
- Enhancing employee well-being by addressing underlying sources of tension and stress.
- Facilitating smooth project execution by minimizing potential disruptions caused by conflicts.

# HERBERHOLZ MEDIATION SERVICES

Hello, I'm Angela Herberholz, the Founder of HERBERHOLZ MEDIATION SERVICES. At our core, we are dedicated to making a meaningful impact on individuals and organizations by equipping them with the tools to effectively manage conflicts and mitigate disputes before they escalate.

HERBERHOLZ MEDIATION SERVICES specializes in resolving workplace disputes and nurturing healthy relationships. With over 15 years of experience in both the business events industry and the legal sector, I've honed my expertise in conflict resolution to create a service that seamlessly integrates proven methods with practical experience.

Throughout my career, I've had the privilege of working in multicultural environments spanning various company sizes, from small and medium enterprises to global organizations and NGOs. These experiences have underscored the importance of effective conflict management and highlighted the need for increased awareness of informal dispute resolution practices

Before transitioning to professional mediation, I held roles at prestigious organizations such as UFI, The Global Association of the Exhibition Industry, ICC, the International Chamber of Commerce, and fairtrade Messe. This background has equipped me with a deep understanding of the complexities of the business landscape and the unique challenges faced by professionals in different sectors.



My proficiency in online dispute resolution and remote project execution allows me to serve clients worldwide, bridging geographical gaps and ensuring seamless collaboration regardless of location.

At HERBERHOLZ MEDIATION SERVICES, we are passionate about transforming conflicts into opportunities for growth and fostering environments where individuals and organizations can thrive.



# TESTIMONIALS



“I never comprehended the power and value of an external mediator until I worked with Angela. Her professionalism, her ability to build trust and her capacity to deal with the situation in a calm and professional manner really ensures parties get the right outcome from this process. Not only did we resolve an immediate dispute within our business but she also laid the foundation for improved communication and collaboration moving forward. Angela is also an absolute delight to work with and I would highly recommend her work.” **DAMION ANGUS, Group Managing Director, Montgomery Group**



“I have had the pleasure of co-mediating with Angela and I found her to be a mediator of great skill and intuition. She connects with people with sensitivity, warmth, humour and and exceptional active listening skills, giving people a safe place to reflect, then reconnect, and so allowing new paths and possibilities to emerge. I also found her very ethically driven, committed to reflective practice and CPD; highly thorough and professional. I would not hesitate to recommend her to any individual, manager or organisation needing support in finding a constructive path through conflict.” **ELAINE HEPBURN, Head of Informal Dispute Resolution, CMP**



“Working with Angela has always been a great pleasure. Her positivism, her enthusiasm and her love for our wonderful industry was outstanding. Angela knew the business inside-out and she was always happy to contribute to different groups. Her communication skills are amazing. When I think of mediation, I cannot think of a better person to be successful in that business.” **JOCHEN WITT, President & CEO, jwc GmbH**



## Angela HERBERHOLZ – Founder & President of HMS Mediator – Conflict Management Consultant - Trainer

Based on Angela’s international expertise as mediator and consultant across industries she responds to organisations:

- Ready to up-skill their workforce in conflict management, effective communication, leadership and mediation
- Aiming to offer structured dispute management / to enhance existing informal resolution processes
- Seeking support for (large) projects to enhance smooth collaboration
- In need to address conflict across their workforce / client base

She serves her clients in France and abroad speaking **English, French and German.**

**Her conviction:** Conflict Management is a valuable opportunity to improve employee well-being, increase productivity and foster good relationships.

### SERVICES

- ✓ **Mediation:** Confidential intervention to guarantee collective performance while preserving human capital. Angela supports employees in dispute to find solutions that allows all parties involved to move forward.
- ✓ **Consulting:** Systematic approach to workplace conflict management. Angela works with the client’s dedicated project team or person to analyse, design and implement steps for effective conflict management that foster a healthy work culture.
- ✓ **Upskilling:** Creation and animation of personalised training courses for employees. Angela enables team leaders, Human Resource professionals, legal and C-level representatives to navigate effectively though interpersonal challenges.

### CLIENTS & PARTNERS



### QUALIFICATIONS | CERTIFICATIONS | AFFILIATION

- ✓ Chair-Elect: International Mediation Institute (2024)
- ✓ Training: Conversational Integrity – CMP (2023)
- ✓ Mediator: German – French Chamber of Commerce (AHK) and CMP (2021 - today)
- ✓ Certification: Female Leadership - UFI (2021)
- ✓ Mediation Accreditation: CIArb (2017)
- ✓ Degrees: Management & Business administration – DHBW (2010)
- ✓ European Cultural Studies – PH (2007)
- ✓ Workplace Mediation DHBW (2009)

# FURTHER RESOURCES

Handbook: how to effectively and sustainably navigate workplace conflicts. Based on business events industry, tools and processes displayed are transferrable across industries.

Complementary download: [www.herberholzmediation.com](http://www.herberholzmediation.com)

Example for your Code of Conduct:

“Embracing a culture of open communication and conflict resolution, we encourage all employees to consider mediation as a preferred method for resolving internal conflicts, before filing official complaints.”

# BRIDGING THE GAP

Conflict Resolution and  
Business Events



HERBERHOLZ MEDIATION  
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# EVERY CONNECTION BEGINS WITH A CONVERSATION

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