



Deborah O'Dea

Problem Resolution Limited

Deborah O'Dea is a senior mediator with Problem Resolution Limited. Problem Resolution have 11 year's experience specialising in mediation and strategic workshops using mediation principles in the healthcare sector; employment mediation, mediation between staff and patients and contract mediation. Most of Problem Resolutions work is with large groups of staff primarily consultant and academic medical staff and boards.

Deborah worked for 26 years in the NHS, 20 of those at Board level. Primarily as Director of Human Resources and Organisational Development but with two spells as Acting Chief Executive in an Acute Trust in West London. She also has experience as General Manager in a Medical Directorate. Deborah studied at Stanford University, California, Erasmus University, Rotterdam, Harvard University, Massachusetts and has an MSc with distinction in Human Resources Leadership from UMIST. She was the NHS HR Director of the year in 2005 and was President of Healthcare People Management Association from 2006 to 2008.

Since leaving the NHS Deborah also ran a highly successful HR consultancy business for 10 years and was the Chair of the NHS London HR Director's network throughout that time.

Deborah has always preferred principled to positional negotiation and in 2003 worked with her Joint Staff committee to introduce mediation as a formal part of the employment procedures in a London Teaching Trust. Deborah undertook her initial mediation training in 2003 and in 2008 became an accredited mediator with the Centre for Effective dispute Resolution (CEDR).