

# SURAIYA BAGHDADI

Mediation Director | Global Mediation

## PROFILE

Suraiya's expertise lies in health-related matters and Special Educational Needs and Disability (SEND), bringing over 25 years of professional experience across education, teacher training, leadership, and research. Her work has consistently focused on promoting inclusion and addressing the systemic barriers faced by marginalised and disabled people. She is a published author in the field of disability and inclusion and has led nationally recognised research on inclusion for the Home Office.

Practising mediation allowed Suraiya the opportunity to apply her knowledge to reduce barriers to communication and help resolve disputes. She has a particular interest in ensuring that communication is accessible, balanced, and respectful, enabling all participants to engage meaningfully in the mediation process.

Suraiya is a CMC-accredited Civil and Commercial Mediator and an accredited SEND Mediator. She has worked with Global Mediation since 2018, conducting hundreds of successful mediations across a wide range of disputes and was promoted to Mediation Director in 2023. With an academic grounding in science, Suraiya is well placed to understand medical evidence, physiology and the functional impact of a wide range of health conditions. This enables her to approach personal injury and negligence cases with both analytical rigour and sensitivity to lived experience. She is known for facilitating open, honest dialogue in a safe and structured environment, helping parties reach practical and meaningful outcomes.

## QUALIFICATIONS

July 2023	Philosophical Life Coaching Accreditation
June 2020	ILM Level 5 Leading and Managing Qualification
March 2019	Specialist SEND mediator (College of Mediators)
Jan 2017	CMC accredited Civil and Commercial Mediator (London School of Mediation)
June 2012	MA Education (University of Central Lancashire)
June 2011	Postgraduate Diploma in Professional Practice in Post Compulsory Education Level 5
June 2009	Specialist Teacher in Numeracy
June 2002	Qualified Teacher Status (Edge Hill University)
June 1997	Bachelor of Science (Honours) Biomedical Science

## KEY SKILLS AND QUALITIES:

Outstanding communicator and mediator, competent project manager, working independently and collaboratively to plan and implement projects, team player, highly organised, self- motivated, professional at all times, high empathy, strong motivator, confident at chairing meetings and presenting information and ideas to teams as well as senior management, supportive to staff but with high expectations of standards and professionalism. Encourage supportive, team approaches to problem solving. Well respected for supportive approaches to working with staff using an inclusive, solutions and strengths based, democratic approach.



## EMPLOYMENT HISTORY:

**Jan 2023 - current** Global Mediation Ltd, London Mediation Director

Managing 70+ staff to oversee all mediation provision, quality, client relationships, mediator training and practice.

Jan 2022- Oct 2024 Global Mediation Ltd, London Contracted Mediator

Contracted Mediator (primarily for SEND) with additional responsibilities in the current areas: Cultural diversity group, tenders, supporting with training programmes run by training group GTG, mediator liaison for several Local Authorities, report writing for Local Authorities, delivering online LA training workshops. SEND mediation course Director from January to October 2024.

July 2018-Dec 2021 Global Mediation Ltd, London Associate Mediator

Jan 2022- Oct 2024 Global Mediation Ltd, London Contracted Mediator

Sep 2012-Dec 2022 University Centre at Blackburn College Blackburn Lecturer and Programme Leader

Blackburn Lecturer and Programme Leader for BA Disability Studies; dissertation supervisor, one of three Academic Group Leaders (AGL) for Health and psychology area; one of two Quality Leads for University Centre, PGCE mentor, EDI champion for Higher Education Centre, researcher focussed on the inclusion of excluded groups of people in Education for Home Office (2016), Through the Looking Glass Journal (2013) and Nursing Times (2018).

Blackburn College is one of the largest education providers in the North -West with the University Centre (UCBC) providing degrees accredited primarily by Lancaster University.

## KEY ACHIEVEMENTS WITH GLOBAL MEDIATION:

- Promotion from SEND contracted mediator to SEND course Director to Mediation Director within 18 months of contractual employment at Global Mediation.
- 99% success rate with 'excellent' rated feedback for mediations.
- Training and feedback over 95% 'excellent' rated by users.