

**NAME:** Margaret Considine

**TITLE:** CEO

**PRACTICE AREA:** Investigations, Mediation and Training



**EDUCATION:** First class BA degree in Management, MA in Conflict Resolution, Post-graduate Higher Diploma in Conflict and Mediation Skills, Post-graduate MSc in Management (Organisation Behaviour), Certified Master Trainer and Fás approved trainer, Qualified and certified mediator [MII & CEDR], Post-graduate studies in Harvard Law School and Harvard Business School and The Kellogg School of Management, North Western University, USA, Published Author

**PROFILE:** Margaret is a highly qualified management consultant and one of the country's foremost experts in the field of Dignity at Work. She is CEO of EQuita Consulting Ltd, which she established in 2001. Margaret's extensive work and her commitment to helping both employers and employees prevent and resolve workplace bullying and harassment, led to the publication of "Bullying and Harassment – Values and Best Practice Responses" which she co-authored in 2008. Now, four years on, Margaret's commitment remains steadfast with the launch of *WorkplaceBullying.ie* a unique site focused on providing information and services on workplace bullying and harassment.

As a management consultant, Margaret combines her specialist knowledge, extensive qualifications and her strong commercial acumen to assist clients in the areas of dignity at work, workplace investigations, conflict resolution, mediation, human resources management, leadership development and executive coaching. Her experience spans private and public sector organisations and she has worked with County Councils, RCPI, RCSI, VHI, HSE, Tesco, voluntary organisations, PLC's, Universities, Charities, SME's - nationally and internationally. Margaret has conducted hundreds of investigations and thousands of mediations.

Margaret is an Associate Faculty member of the IMI (Irish Management Institute) for the past twelve years and is also an Associate Faculty member of NUI Maynooth and the Law Society. In 1997 she was awarded the IMI Award for Excellence and more recently, in 2011 she was awarded one of the first three IMI Global Educator Panel posts. Margaret lectures on a variety of topics including Human Resources Management, Leadership, Personal Effectiveness, Communications, Business Strategy, Organisation Behaviour, Organisation Development, and Marketing but specialises in Conflict Resolution, Mediation, Negotiation Skills and Influence & Persuasion. She also lectures in these speciality areas for both the IMI and the Law Society and teaches Masters students at Trinity College Dublin and NUIM Maynooth. In addition, Margaret has directed the Public Negotiations Skills, Advanced Negotiations & Influencing programmes in the IMI for many years.

### Recent HR-related Highlights:

- Conducted hundreds of Dignity at Work investigations - some with parallel High Court cases
- Key note speaker at the Equality Conference 2011 & many HR & Business Conferences
- Advisor on Local Government Management Agency – Dignity at Work policy
- Conducted Equality Review for the Dublin Fire Service
- Expert witness in Dignity at Work case
- National mediation advisor to the Local Government Management Services Board
- Conducted thousands of successful mediations – workplace and commercial
- Designed and delivered Mediation & Conflict Management Training for Law Society of Ireland
- Designed and delivered Designated Contact Person Training for multiple employers
- Conducted hundreds of re-negotiations for major banks in Ireland
- Designed and delivered Dealing Effectively with Customer in Distress Training for Irish Banks
- Negotiation Advisor to British Airways
- Trained negotiation teams in AIB, Certus, Royal Bank of Scotland, BNP, and NTMA
- Negotiations Advisor for Tesco
- Labour Negotiations Advisor to Bord Gáis on its entry strategy into the electricity market
- Strategy Advisor for National Eirgrid Interconnector
- Appointed by VHI as consultant trainer for its Swiftcare Clinics, VHI Nurseline and VHI Homecare team (2010)

Prior to establishing EQuita in 2001, Margaret was general manager with a Dublin consultancy firm. Prior to that, she worked at director level in international consulting, service and manufacturing organisations. She has worked with household brands including Bord Gáis, Eirgrid, Baileys, McDonalds, Permanent TSB, the HSE, AIB, the ECB, British Airways and Tesco in addition to many County Councils and law firms. With an industry background in organisation development, COBOL programming, accounting, HR, sales, operations, marketing and general management, Margaret's experience stretches across a wide range of sectors including IT, recruitment, distribution, manufacturing, consultancy, banking, fast food, the drinks industry, education, health and tourism.

Margaret has written six books covering psychology and work, communication, management theory and practice, strategic HRM and her latest, ***Bullying and Harassment: Values and best practice responses*** was co-written with Frank Scott-Lennon. Margaret is currently writing two further books on Negotiation skills and Mediation Mastery.

### Margaret is a member of the following professional associations:

- Mediators Institute of Ireland (MMII)
- Institute of Executive Development (IED)
- Association of Accounting Technicians (AAT),
- Centre for Effective Dispute Resolution (CEDR)
- IOD [Institute of Directors]
- WXN [Women's Executive Network]