



## Bianca Keys

Director

Bianca Keys Dispute Resolution Consultancy



Bianca Keys is a highly experienced Mediator, Facilitator, Trainer and Conflict Management Coach. Bianca operates her own consultancy, specialising in mediation and conflict management for workplace, commercial, and healthcare disputes. She has been appointed to a number of mediation panels, including the NSW Health Care Complaints Commission, NSW Small Business Commission, NSW Personal Injury Commission, and the Australian Small Business and Family Enterprise Ombudsman (Franchising and Small Business Disputes).

Bianca has diverse experience designing and implementing industry dispute resolution schemes. She has worked with Federal Government and Industry in the design and management of processes for the Australian franchising, horticulture, retail, petroleum, film exhibition, wine making and strata management industries.

Bianca has delivered mediation training in Australia, the United Kingdom, Thailand, Malaysia, Hong Kong, China and Bahrain. In addition, Bianca designs and delivers tailored conflict management and resolution skills workshops for organisations, and professional development workshops for mediators and conciliators.

Bianca has a legal background, although over the past 17 years she has worked solely as an ADR professional. Bianca is a NMAS accredited mediator, a Resolution Institute member, and the current Chair of the Mediator Standards Board, which oversees the National Mediator Accreditation System.