

SKILLS

- Accredited mediator for workplace, civil and community disputes
- Empathy & warmth
- Deep listening
- Quick grasp of complex situations
- Attention to detail
- Pinpointing crucial information
- Clear communication

MEDIATION ACCREDITATIONS & TRAINING

- Civil Mediation Council - Registered Mediator for workplace, community, civil & commercial disputes and peer mediation
- London School of Mediation - Civil & Commercial Mediation
- Essential Mediation - Workplace Mediation
- O'Sullivan Solutions - Advanced Mediation
- Solution Talk LLP - Conflict Coaching
- International Mediation Institute - IMI Qualified Mediator
- Quakers in Britain - Peer Mediation

KEY EMPLOYERS

- BBC Radio 4
- BBC Radio London & BBC Radio Cambridge
- National Council for Voluntary Organisations
- Liberal Democrats, London Mayoral Election Campaign 2020

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gisellegreenmediation.uk

PROFESSIONAL PROFILE

I am a registered mediator with the Civil Mediation Council for civil & commercial, workplace, community and peer mediation. I'm also an IMI (International Mediation Institute) certified mediator.

I am trained in civil and commercial mediation and as a workplace mediator. I am also a trained community mediator and conflict coach and have completed courses in peer mediation, relationship coaching and on mental health and mediation.

The earlier part of my career was focused on media and communications, working for BBC News, in the charity sector and on political campaigns.

WORKING AS A MEDIATOR

As well as taking on private cases, I work with many mediation services offering both mediation and conflict coaching: CiC Wellbeing, Calm Mediation, The Tower Hamlets Mediation Project, Wandsworth Mediation Service, Ealing Mediation Service, Mediation Plus and The Society of Mediators.

I have mediated a variety of cases including:

- neighbour clashes over noise, anti-social behaviour and boundary disagreements
- civil cases around unpaid debts and poor service delivery
- workplace disputes involving inappropriate behaviour, personality clashes and allegations of financial irregularities

I have also conducted civil mediations at the Central London County Court in the Royal Courts of Justice.

PERSONAL PROFILE

Most disputes are down to a breakdown in communication. I've spent my whole career working in communications - in the charity sector, in the media and in the political world - helping people connect with

EDUCATION

City, London University
Graduate Broadcast
Journalism

University of Exeter
BA Honours, Politics

St Paul's Girls' School

LANGUAGES

- High standard of French
- Rudimentary Italian
- Learning Spanish

others and convey their stories and messages in the most effective way possible.

My journalistic background means I have the insight to ask the critical questions that can help unlock a stalemate. My empathy and warmth, together with my highly developed listening and communication skills, enable me to help clients reach a resolution and move forward with their life or their business.

My previous experience working at organisations including the BBC, the National Council for Voluntary Organisations and political parties, means I'm comfortable operating in diverse workplace sectors and settings. And my time spent engaging with a wide range of people, from school kids to the elderly, from celebrities to those with experience of homelessness and prison, means I'm well equipped to put at ease clients from all walks of life.

I have plenty of experience delivering talks and practical training, in person and online, including for the United Nations, the British Council, journalism schools across the country, and international journalists in collaboration with the Thomson Foundation. I'm very comfortable speaking in public and have been both host and panellist in debates and podcasts at the RSA and the Guardian.

WEBSITE

gisellegreenmediation.uk