



# Serena Davis

## CONTACT

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## SKILLS

- Accredited Commercial Mediator with solid legal experience.
- Strong listening skills and an ability to make well reasoned decisions from a tactical or strategic perspective as required.
- Resilience and the ability to handle difficult conversations.
- Articulate and good communication skills.
- Proven strong leadership and management expertise.
- Ambassador for collaborative relationships when beneficial.
- Proven valued member of Senior Management Boards and Command Teams.
- Valued participant in senior level steering groups.

## PROFESSIONAL SUMMARY

Longstanding comprehension and enthusiasm for mediation, knowledge of the legal system and requirements of the business sector. A clear track record of sound diplomacy, compassion and empathy, alongside solid management and leadership acumen. Fully accredited mediator with solid recent experience and a developing client base. Passion and drive to assist people to resolve difficult disputes, and to make mediation more accessible through pro bono initiatives.

## WORK HISTORY

### Testimonials

#### Various

*"The engagement of Serena Davis and her mediation skills has been key to the resolution of a long running employee grievance which was placing an ever increasing load on the management team. Mediation has been highly effective and it ensured that all parties have been able to move on and return to their former productive selves. I will certainly engage Latitude again – this time much earlier in the grievance process". Mr Bennett*

*"Appointing Serena was instrumental in bringing to a swift conclusion a rather contentious dispute for our organisation. Despite the individual being very animated and combative during the dispute, she was able to resolve the dispute quickly, and finally conclude the matter. She helped everyone concerned to reach agreement on departure terms and all concerned were even able to part company amicably, which was not something we ever envisaged at the start of the process." Mr A Hamilton*

*"Serena helped resolve a complex issue we had recently. We were very reluctant initially, but having spent some time in discussion with her prior to the final meeting we trusted Serena's advice and guidance and were optimistic that a positive outcome was achievable. The process enabled us all to draw a line under a very long standing dispute which had caused us all a significant amount of stress and upset. I only wish we had done it sooner". Anon, Devon*

*"I recently called upon Latitude Mediation to help me in relation to a dispute with my ex-business partner at a time when communications had broken down. Serena was on the case swiftly and helped me to get a satisfactory outcome to the numerous issues". Miss T, Somerset*

### Mediation

04/2019 - Current

#### Latitude Mediation - London & the South West

- 2010 Assisted the instigation of the Small Claims Mediation Scheme in Devon and Cornwall.
- Re-trained as a mediator in 2019 - Society of Mediators - workplace and employment law.
- Ambassador for mediation at senior strategic command level in RNR
- Establishing Latitude Mediation Feb 2020 and Food bank Friday Mediation scheme Aug 2020

### Royal Navy Reserve Officer

09/1997 - Current

#### Royal Navy - International

- Executive Office HMS Vivid-from tactical command of personnel issues to strategic level advice, a role ensuring the highest levels of welfare and training. Head of the Divisional System, dealing with a number of complex issues from basic disciplinary hearings to court martials.

- Significant lead and management support for the unit's response to the Military Aid to Civilian Authority (MACA) during the ongoing COVID crisis.
- Equality and Diversity trainer, adviser and case handler.

**Solicitor**

09/2001 - 02/2011

**Ince & Co, Bond Pearce LLP, Davies Johnson & Co.** - London and Devon

- Working within a leading international firm, learning from some of the most astute legal minds in the world. Case management often involved ENE, Expert determination, negotiation meetings and mediation.
- Advice and support to clients and effective and well reasoned case management.
- Empathetic and compassionate approach to clients, upholding outstanding levels of customer care.
- Delivering an exceptional level of service to each customer by listening to concerns and answering questions.
- Dealing with significant sums of money in high stress situations and maintaining calm, composure and sound business acumen.

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## **EDUCATION**

**LLB Law Degree:** Law

**College of Law** - Guildford

**Mediation Foundation Training:** Law

**Clerksroom** - London

**Workplace & Employment Mediation accreditation**

**Society of Mediators** - London