

## 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, Workplace, Community, Civil & Commercial disputes
- 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

## EDUCATION

City, London University  
Graduate Broadcast  
Journalism

University of Exeter  
BA Honours, Politics

St Paul's Girls' School

# Giselle Green

 +447767612311

 greengiselle7@gmail.com

 gisellegreenmediation.uk

## PROFESSIONAL PROFILE

I am a registered mediator with the Civil Mediation Council for civil & commercial, workplace and community mediation. I'm also a member of the Society of Mediators and 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 relationship coaching and on mental health and mediation.

## WORKING AS A MEDIATOR

As well as taking on private cases, I now work with many mediation services offering both mediation and conflict coaching: Calm Mediation, The Tower Hamlets Mediation Project, Wandsworth Mediation Service, Ealing Mediation Service, West Sussex Mediation Service 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 and allegations of financial irregularities

I have also conducted civil mediations at the Central London County Court at 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 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 assorted organisations - including the BBC, the National Council for Voluntary Organisations and various political parties and campaign groups - means I'm comfortable operating in diverse workplace sectors and settings. And my time spent engaging with a wide range of people, from schoolkids 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.

## **WEBSITE**

[gisellegreenmediation.uk](http://gisellegreenmediation.uk)