



Mediation CV

Mediator | Facilitator | Coach

Profile Overview

I have been a practising mediator since 2004 (CEDR accredited 2005). I have mediated successful disputes across a wide range of sectors, both public and private. My above-average settlement rate is testimony to:

- My considerable professional expertise and inter-personal skills.
- My personal dedication to clients as people.
- My passion for helping parties to explore all avenues to enable resolution.

“Very skilled, very amenable, very wise.”

Client

Areas of Expertise

- Commercial Mediation
- Employment & Workplace
- Trusts, Wills & Probate

Contact



info@gilliancaroe.com



gilliancaroe.com



[@gilliancaroe](https://www.linkedin.com/company/gilliancaroe)

Professional Background

Before becoming a full-time mediator, facilitator and coach:

- I had a successful career in international business with Mars Inc. one of the world's top companies.
- I worked in UK, European and Global roles across 7 different business functions in 20 different countries.
- As well as establishing a successful track record in delivery, I developed a deep and broad understanding of business issues, interests and imperatives. I bring this wealth of experience into my practice.

Personal Style

Feedback on my style praises a natural ease and superb communication skills. Clients describe an inherently engaging style which allows me to tackle volatile and seemingly intractable issues in a way that makes people feel safe. I have particular expertise in disputes where the parties have a need or desire to restore relationships.

Accreditation

- Accredited Civil and Commercial Mediator
CEDR, 2005
- CEDR's Panel of Mediators
2006 to present
- Co-founder and Director of The Association of Cambridge Mediators
2006 to 2021
- Guest Speaker at CIPD, Law Society, CEDR events and CMC Conference
2006 to present
- Accredited Workplace & Employment Mediator
OCN, 2015
- CMC Accreditation in Faith-Based Dispute Resolution
BIMA, 2017
- Certificate in Transforming Church Conflict
Bridge Builders, 2017
- Accredited Inter-Generational Mediator
OCN, 2020
- Associate Fellow of Higher Education Academy
SOAS/HEA, 2023