



Gillian Caroe

Overview

Gillian Caroe has been a practising full-time mediator since 2005. Throughout her mediator career she has been involved in successful mediations in both the public and private sectors. These mediations have related to a considerable variety of disputes across a range of sectors – from boundary disputes between neighbours to multi-million pound insurance claims.

One of Gillian's strengths as a mediator is her knowledge and direct experience of business issues. Gillian's business career has been built on a proven track across a variety of functions with one of the world's top businesses in UK, European and Global roles. This influences her determination to help parties find commercially valid and creative solutions.

Gillian has industry-recognised accreditation in Civil and Commercial mediation (CEDR), Employment and Workplace mediation (OCN), Community mediation (OCN) and Inter-Cultural mediation (ADR ODR International). A thorough theoretical grounding and wide practical experience across all these mediation disciplines enables her to operate a practice rich in breadth and depth.

Gillian is also an experienced conflict resilience trainer, a certified coach (Institute of Leadership and Management) and has also been asked to use her skills as a neutral in independent interventions such as assisted stakeholder dialogue, brokered talks and relationship building. Her workshops on 'Mediation for Lawyers' have been accredited by The Law Society. She is a featured contributor to the book 'The Spirit at Work Phenomenon' (Azure 2004) and has been invited to speak about mediation on BBC Radio.

Gillian has a degree in Modern and Medieval Languages from Cambridge University and speaks competent French and fluent Italian.

Experience

Feedback on Gillian's style praises her natural ease and her superb communication skills. She has an inherently engaging style which allows her to tackle volatile and seemingly intractable issues in a way that makes people feel safe. She has particular expertise in disputes where the parties have a need or desire to restore relationships. She has experience of multi-party and team disputes and brings great tact and reassurance when dealing with highly sensitive issues.

Sector Experience

Gillian has direct mediation experience in the following areas:

- Banking and Finance
- Charities
- Ecclesiastical
- NHS & Healthcare
- Media & Entertainment
- Pharmaceuticals
- Property & Planning
- Sport
- Commercial Contracts
- Construction & Engineering
- Employment & Workplace
- Insurance
- Partnership & Shareholder
- Professional Negligence
- Public Sector

g.caroe@qlmediation.com
+44 (0)7711 494243

Mediation for business