



## Arabella Tresilian MAHons PGDipEd

**Independent mediator and trainer, specialising in health, social care and wellness, for businesses, service providers and communities**

- Mediator, fully-accredited by the Centre for Effective Dispute Resolution (CEDR)
- Dispute resolution in employment, workplace, civil, commercial & community cases
- Experienced company director, charity trustee/chair, organisational consultant, commercial partnerships consultant, trainer, educator, healthcare service user and family carer
- Knowledge of health conditions including: mental health, learning disabilities, autism spectrum conditions, deafness, stroke, dementia, neurocognitive conditions, life-limiting conditions and end-of-life
- Experienced trainer with Postgraduate Diploma in Education (Leadership & Management)

Arabella is an independent dispute resolution consultant and trainer, specialising in dialogue facilitation, conflict resolution and partnership-building, wherever health and wellness are central factors. Using her lived experience as a patient and carer, combined with twenty years experience as a management/OD/HR consultant and trainer, she supports organisations, service providers, boards, teams, employees, families, care homes, hospitals and individuals in finding effective resolutions to complex disputes and relationship-breakdowns. Her training workshops give organisations the skills and confidence to proactively prevent and resolve difficulties themselves.

### Services for businesses, service providers and communities:

#### Resolution:

- Full mediation service
- Dialogue facilitation
- Conflict coaching
- Team dynamic development
- Change strategy
- Meeting facilitation

#### Training & Speaking – bespoke formats including:

- Conflict prevention and management
- Difficult conversations
- Team communications
- Mental health awareness
- Dialogue skills for frontline staff
- Mindfulness for wellbeing

### Arabella's current affiliations include:

- Centre for Effective Dispute Resolution – Associate to CEDR Skills
- Bristol Mediation – Community Mediator and Mentor Mediator
- Association of South West Mediators – member
- Civil Mediation Council – registered via Association of South West Mediators
- Mind (Bath) – Associate Trainer
- Equisphere Employability – Co-Founder & Trainer
- National Institute of Health Research – Public & Patient Involvement Reviewer
- The Health Foundation / NHS Improvement – Fellow of the Q Community
- Mental Health First Aider

### Rates

Contact me to ask me about my rates, and about my discounts for families, charities, not-for-profits and public sector services – [arabella@arabellatresilian.com](mailto:arabella@arabellatresilian.com) or **07769 774671**

[arabellatresilian.com](http://arabellatresilian.com)

## Mediation Testimonials (2018)

*"If Arabella could clone herself and send us a copy! Clear structure for the day. Safe space and generosity to us all."* (HN, board dispute)

*"Fantastic facilitation. Handled really well. A very productive, well-structured approach to problem solving."* (VW, trustee, charity board dispute)

*"Arabella brings integrity to her every interaction. She communicates with centred grace, allowing each person to feel heard – their perspective acknowledged, their feelings validated. Her genuine and open manner reassures; her astute observations of an individual's unique qualities inspire."* (RB, LLB)

*"I keep saying thank you. But I'm so glad I met you and you were prepared to think all this through with me. You've made such a difference to my life and those around me."* (SD, family case)

*"Arabella was supportive and constructive in our preparations for, and experience, of mediation. Her emphasis on expressing our feelings led to a more positive outcome than we had anticipated."* (WT, committee members' dispute)

*"Please consider yourself delighted in and appreciated; thank you for being so generous with your time... Your warmth, humanity and empathy are something for which I am profoundly grateful."* (JC, trustee, charity board dispute)

*"Kept things open and calm. Structured well. Many thanks for a safe 'space' and thanks for helping us move forward."* (BM, trustee, charity board dispute)

## Training Testimonials (2018)

*"Best training session I've ever been to! Three hours of workplace mental health training? I was dreading it. But it was the best session I've ever been to - and I've worked here since 1985!"*

*"Excellent trainer. I was engaged for the full amount of time."*

*"So far the best training we've had in our company."*

*"Seamless training."*

*"10/10!"*

*"I thoroughly recommend this to anyone!"*

*"I particularly enjoyed bringing a team of senior leaders together to hear and discuss the same messages."*

## In 2018 Arabella worked and collaborated with organisations including:

- Adult Care Mediation
- Bath Mind
- Bath Digital Festival
- Bath Spa University
- Bath & North East Somerset Public Health
- Bristol Mediation
- BuroHappold
- Centre for Effective Dispute Resolution (CEDR)
- Curo
- Enable Law
- End of Life Doula UK
- Maiden Academy
- Network for Creative Enterprise
- Oxford Brookes University
- Oxford Mediation
- The King's Fund
- Royds Withy King LLP
- Royal United Hospital NHS FT
- University of Bath
- Visit Bath
- WEASHN (West of England Academic Health Science Network)

## In 2018 Arabella was featured as a speaker / contributor for:

- BBC Radio 4 Inside Health – interviewed on social prescribing
- British Medical Journal – contributor to article on social prescribing
- Financial Times – contributor to article on social prescribing
- BBC News (News at Six / Ten) – contributor on Universal Credit
- The King's Fund 'Social Prescribing – Coming of Age': speaker, sharing billing with Secretary of State for Health
- Elder Mediation World Summit & Symposium 2018 – paper on 'End of Life Conversations'

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