



# Arabella Tresilian

## CEDR-Accredited Mediator

Helping people have healthy dialogues  
in health, social care and the workplace

**“You helped me get my voice heard. I want to thank you  
for all your help. I can now get on with my life.”**

Mediation feedback



**Arabella Tresilian**  
Healthy Dialogues

# How to use this prospectus: page colour codes

## Working with Arabella Tresilian

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## Employment and Workplace: Mediation and Team Development

For Leadership, Managers, HR, Employment lawyers, Union reps and Employees

## Health and Social Care: Mediation and Team Development

For Leadership, CCGs, NHS Trusts, GPs, Local Authorities, Care providers, Professionals, Patients, Families and Individuals

**“Your unconditional positive regard is a huge strength and I am grateful to you for that.”**

**CEO - board mediation feedback**



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# Who is Arabella Tresilian?

Arabella Tresilian MAHons PGDipEd is an independent CEDR-Accredited Mediator, with a cross-sector background in management consultancy and organisation development. She specialises in facilitating resolutions in health, social care and the workplace, to prevent disputes being decided in court. Known for her expertise in mental health and neurodiversity. Find out more at [arabellatresilian.com](http://arabellatresilian.com)

- Mediator accredited by OCN (2016) and the [Centre for Effective Dispute Resolution](#) (2017)
- Post-Graduate Diploma in Educational Leadership and Management, University of Bath
- Registered with the UK's [Civil Mediation Council](#) via the Association of South West Mediators
- Associate, Medical Mediation Foundation
- Associate, Centre for Effective Dispute Resolution (CEDR Skills)
- Associate, St John Ambulance (Training and Enterprise)
- Instructor of Mental Health First Aid, MHFA England
- Speaker/Featured by: ITN News, Sky News, [BBC Radio 4's Inside Health](#), The Kings Fund, BMJ Awards, Royal College of Psychiatrists, Elder Mediation World Summit, [Financial Times](#), Psychologies Magazine, [NHS England](#), Good Housekeeping, The Sun
- Charities working with include: [Bath Mind](#), [Resolve West](#), [End of Life Doula UK](#)
- Fully insured with DBS clearance. Fluent in Spanish and available to work internationally.

# What is mediation and how does it work?

- **Flexible & Confidential:** Mediation is a flexible and entirely confidential process in which the parties in dispute are assisted by an independent third party, the mediator, to resolve their dispute. Put simply, it is a facilitated negotiation process.
- **Solution-focussed:** The parties themselves attend, and participate fully in, the mediation, with or without lawyers or union representatives present. No solution is imposed upon the parties and one of the strengths of the process is that the parties themselves decide the outcome and are only bound by it if they both/all agree to it.
- **Voluntary & Without Prejudice:** It is a wholly voluntary process and, if a solution cannot be reached, the parties are free to walk away without their legal positions being prejudiced.
- **Mutually-agreed Outcomes:** A mediator helps each party get their voice heard so they can work towards a solution they find acceptable
- **HR, Legal & Union Friendly:** I work alongside your HR team and any legal or trade union representatives where appropriate, while offering a confidential, impartial and independent service to the parties involved in mediation.

# Mediation Experience: Employment & Workplace

Arabella has 20+ years experience in management consulting and leadership. As an employment and workplace mediator, and she works internationally alongside HR teams and employment solicitors to resolve team issues before they end up in dismissal, resignation or tribunal.

- Boardroom / CEO disputes
- Trustee disputes
- Employment Exit / Settlements
- Grievances and Disciplinarys
- Employee / Client disputes
- Line manager / Report conflicts
- Colleague conflicts or broken relationships
- Discrimination / Equality Act 2010 disputes
- Employee sickness / mental health
- Team performance issues

Arabella  
collaborates with  
CEDR to train  
practising  
mediators in  
workplace  
mediation skills:  
[read more](#)



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# What can Mediation or Team Development do for us in the workplace?

## Employment & Workplace mediation agreements might include:

- arrangements for rebuilding working relationships
- agreeing future management / reporting protocols
- acknowledging or apologising for past difficulties
- resolutions to grievance or complaint processes
- terms for an employee's exit from the organisation
- end to legal proceedings

## Whole team functioning ineffectively or in disagreement?

### Does mediation feel 'too much' or 'too sensitive' to embark on?

I facilitate flexible, targeted **Team Development sessions** to clear the air, reboot working protocols, boost trusting relationships and revitalise team-working

*"If Arabella could clone herself and send us a copy!  
Many thanks - a job very well done."*

**Trustee - trustee board dispute mediation feedback**



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# When to call me about Workplace Mediation or Team Development

- A **team, board or committee** is not functioning or performing well
- Two+ employees whose working **relations are breaking down**
- A **manager and direct report** struggling to communicate effectively
- A **grievance procedure** underway or imminent
- A **complaint lodged** about staff/service from a customer, client or patient
- A dispute between your service and a **customer, client or patient**
- Seeking to support an employee who has **a disability or mental health difficulties**
- Questions around your duties as an employer under the **Equality Act 2010**
- The potential of an **employment tribunal**, employee / client litigation, or other court proceedings between your organisation and an individual/organisation
- **Court proceedings are imminent** or have led to a judge recommending mediation

“Fantastic facilitation. Handled really well. A very productive, well-structured approach to problem solving.”

Board member - board dispute mediation feedback



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# Mediation Case Study: Employment & Workplace

Feedback to Arabella from a mediation between a manager and a direct report, commissioned by the organisation's Head of HR

**Head of HR:** “As always, it has been a pleasure working with you. You’ll be pleased to know that there has been a huge improvement in the team’s working since the mediation and we all really appreciate your help and support, and it is always a pleasure working with you. Thank you for the feedback.”

**Manager:** “Time and space to reflect. Support during reflection. An enjoyable experience in a fun and creative atmosphere. You created a supportive and safe atmosphere where I felt able to express any fears and concerns, and you were great at enabling me to work through thought-processes and reach outcomes.”

**Direct Report:** “Arabella was supportive and understanding, listening with patience. She gave me the confidence to express my ideas in our meeting and I found the process to be productive, focussed and extremely helpful. Working with Arabella has improved my working relationships and I am happier and more settled in the workplace.”



## What do clients say? Employment & Workplace - Mediation, Facilitation and Team Development

- **Trustee:** Clear structure for the day. Safe space and generosity to us all. If Arabella could clone herself and send us a copy! Many thanks - a job very well done.
- **Director:** Kept things open and calm. Structured well. Many thanks for a safe 'space' and thanks for helping us move forward.
- **Manager:** Arabella was an excellent mediator helping us navigate our way through an initial period of a new team structure.
- **HR lead:** The team found the whole experience very positive and helpful - an immense help to them all. They appear to be working together with a more positive and united approach which is helping the rest of the teams to work with them too.
- **Board member:** 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.
- **Employee:** I highly recommend working with Arabella on team development. Arabella's warmth and understanding attitude creates an environment where you feel that you can share anything without judgement.
- **Manager:** Having a Team Development workshop with Arabella was really helpful and valuable in giving the five of us space to talk about our concerns and to decide upon more positive and effective ways of working in the future.

# Mediation Experience: Health & Social Care

Since 1999, Arabella has worked with 100s of social workers, doctors, nurses, community health workers, psychiatrists, psychologists, police officers, teachers and NHS management professionals across the UK as a trainer, management consultant, patient, patient researcher, and kinship carer. Her mediation, facilitation and team development work includes:

- Patient/Professional Mediation (via [Medical Mediation Foundation](#))
- Local Authority / Provider / Customer disputes
- Clinical Commissioning Group disputes
- Court of Protection
- Mental Capacity Act / DoLs
- Judicial Reviews
- Care homes
- Lasting Powers of Attorney / Family disputes
- End of Life Care / Elder Mediation
- Mental Health Act / Care Act

Arabella is a lead researcher/trainer on the UK pilot project to train social workers in conflict resolution skills



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# Health & Social Care Cases - examples

Year	Case - all settled successfully	Commissioned by
2020	Court of Protection: the court-ordered mediation of a dispute between a local authority and paid carers on the future care of an individual with learning disabilities and mental health difficulties.	<a href="#">Ashfords LLP</a> / Local Authority
2019	Judicial Review: a long-running dispute with Judicial Review proceedings underway, in which a group of patients were challenging the decision of a statutory health and social care provider to withdraw current care plan. Parties to the mediation included: patients, clinician, health senior manager, solicitors, barrister and patient advocate.	<a href="#">Medical Mediation Foundation</a> / <a href="#">Foot Anstey LLP</a> / <a href="#">Leigh Day LLP</a>
2019	Court of Protection: co-mediator to a court-ordered mediation involving a family in dispute with a Local Authority about the care of a young adult with learning disabilities and mental health difficulties.	<a href="#">Adult Care Mediation</a> / <a href="#">LeighDay LLP</a> / Local Authority

[The Medical Mediation Foundation](#): when I am approached to mediate cases involving patients, I will generally undertake them as an Associate to the Medical Mediation Foundation which provides me with expert supervision and clinical oversight. In such cases, I may use MMF's fee structure.



# medical mediation foundation

resolving conflicts in health and social care

## **Arabella Tresilian: Mediator, trainer and conflict coach**

Arabella is a CEDR-accredited mediator and conflict resolution trainer, specialising in health and social care. She is a fellow of the Q Community, the quality improvement initiative of the Health Foundation and NHS Improvement and serves as a Patient and Public Involvement adviser to the National Institute of Health Research's Research Design Service. Arabella is also a Mental Health First Aid trainer with extensive experience of training private and public sector employees in preventing health-associated disputes and holding effective mental health conversations.



Using her lived experience as a patient and carer, combined with twenty years experience as a management consultant and educator, Arabella supports service providers, businesses, boards, hospitals, families and individuals in finding effective resolutions to complex disputes and relationship-breakdowns in health and social care settings. She has been featured as an advocate for positive mental health and autism awareness on BBC Radio 4's Inside Health, the Financial Times, the British Medical Journal, Good Housekeeping and the King's Fund.

# Testimonials: Health & Social Care Mediation

- **Social Worker:** Arabella led the session extremely well, her methods of allowing each party to share information without interruption allowed all voices to be heard and fostered an open and honest discussion from all parties.
- **Patient:** Mediation feels quite daunting, scary and uneasy initially, but after some time of being with Arabella and my colleagues and passing ideas around, you feel much more at ease and start to gain valuable ideas and get somewhere.
- **Social care client:** I feel a lot more confident to deal with things as they come up now in a calm manner. Thanks for your support - it has made a difference to me and my family.
- **Foster Carers:** Mediation is something we never considered. When we went we both felt very uncomfortable and was unsure of what the day would bring. Once there you made us feel safe. The structure of the day gave everyone an opportunity to speak openly but knowing you were there gave us a safe place to do this and not be judged. Thank you once again for enabling us to be listened to and to listen to others.
- **Social Care Tenant:** Thanks so much for your facilitation yesterday and your kindness and support. It was great that some kind words were spoken between [the other party] and ourselves and it feels like the resolution we came to is manageable.
- **Patient:** The mediator was extremely good at putting me at ease and was good at her job
- **Advocate:** The flexibility and openness of the mediator was so helpful.
- **Patient:** Arabella was very caring, compassionate and really easy to talk to. She made me feel at ease and able to open up. Arabella has made this process much easier.
- **Social Care Tenant:** “[The housing association] have moved [my neighbour]. I really believe they would not have done this without your involvement. You helped me get my voice heard. I want to thank you for all your help. I can now get on with my life”

# Working with me - your bespoke resolution process

- **Step 1: Commissioning** - up to three hours, with legal team, HR, managers and/or the actual parties involved. To determine scope, timelines and terms of the Agreement to Mediate.
- **Step 2: Initial 1:1 Meetings** - from 60-75 min - with each party on the same day - to understand the concerns and aims of each party in confidence, and with coaching given on getting the best out of the Resolution Meeting.
- **Step 3: Resolution Meeting** - from 2-3 hours (or 5-6 hours) with all parties together/in breakout rooms, and resulting in a confidential, written Agreement / Action Plan.
- **Step 4: Consolidation** - Optional Meetings of 2-3 hours - either as 1:1s or as a second Resolution Meeting + Feedback to mediator + Any agreed feedback to commissioner

“I found the whole experience incredibly professional and enlightening. I felt supported by you the whole time. All the work you’ve done with us has given immense clarity.”  
Financial Director, board dispute mediation feedback



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# My prices

- Online via Zoom: my standard rate of £150ph is for ‘contact time’, and includes all additional time spent on incidental admin, emails, paperwork and contracting
- I work by social enterprise principles and so I use profits to offer **flexible discounts** for charities, public sector and families - up to 60% off standard rate - please ask.
- Time is typically booked as 3-6 **three hour sessions, scheduled 2-5pm**, in advance

**Prices after social-distancing restrictions?** I have become a keen advocate of online mediation as it works so well for parties and for the environment. However, in normal circumstances, meetings can take place in person at my offices ([central Bath](#)) or at your venue. Prices are as per online mediation, plus any travel, accommodation or room hire costs incurred, and travel time at £40ph.

**Get in touch to book a no-commitment, confidential chat to see if I can help facilitate a resolution for you and your team.**

[arabella@arabellatresilian.com](mailto:arabella@arabellatresilian.com)

Mobile: 07769774671

Via my website [contact form](#)

**Visit my website to learn more:**

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

**‘Arabella was very caring, compassionate and really easy to talk to. She made me feel at ease and able to open up. Arabella has made this process much easier.’**

**Patient - patient/professional mediation feedback**



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# My Terms of Business

1. I have variable prices for a) Businesses, b) Public Sector/Charitable organisations and c) Families/Individuals. Contact me to discuss your case and budget. I make discounts available on a case by case basis.
2. Prices also depend on location. I offer a) Zoom/Skype/phone consultations, b) meeting space at my venue (The Guild Hub, Bath - room hire fees apply) and/or c) your venue.
3. For mediation, the process might involve meeting with parties separately and then meeting with them jointly. These meetings may take place on separate days. The duration of the separate and joint meeting will be agreed with the parties when the date is confirmed.
4. Fees for these meetings will be quoted on a sessional basis and on a case by case basis. The agreed fee will include reasonable preparation time. Fees can be divided equally by parties, or paid 100% by one party.
5. Travel: a) Travel Time will be charged at my current Travel Time rate (on request) from the outset of the journey. b) Travel Expenses will be charged at cost price or at £0.40 per mile from outset of journey if by car.
6. An invoice will be sent to the paying party(ies) or representatives, as appropriate, once the mediation process has been confirmed and dates have been agreed. Unless otherwise agreed payment must be made no later than 3 days before the session or mediation date and must be made directly into the bank account set out on the invoice. In the case of an unanticipated overrun of time a second invoice will be sent following the mediation.
7. The mediator's fee will not be refunded if the session or mediation is cancelled within 3 working days of the session date. Refunds of 50% may be redeemed for sessions cancelled 4-14 days in advance.
8. Please note that I am not registered for VAT and do not charge VAT.
9. You will be asked for feedback to your experiences. Complaints can be lodged with the Civil Mediation Council.