



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

arabellatresilian.com



Arabella Tresilian
Healthy Dialogues

Arabella Tresilian MAHons PGDipEd

Arabella Tresilian 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. She's known for her expertise in mental health and neurodiversity. Find out more at 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 Tresilian has over 20 years experience in management consulting and leadership. As an employment and workplace mediator, she works alongside HR teams and employment solicitors to resolve team issues before they move to dismissal, resignation or employment tribunal. She has specialist expertise in employee mental health and wellbeing.

- 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 accredited 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**
- If you are looking for specialist understanding of **neurodiversity or autism**
- 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.

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 non-contact time beyond incidental administration.
- 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

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 certain circumstances, meetings can take place in person at my offices ([central Bath](#) - additional cost) 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

Mobile: 07769774671

Via my website [contact form](#)

Visit my website to learn more:

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.