

Emily James – Background and Experience



07712 671384

emily@solvebymediation.com

Profile Summary

Experienced, CEDR accredited mediator and **qualified solicitor**, expert in delivering mediation services to a wide variety of individuals as well as commercial, public sector and charitable organisations. Key strengths and skills include: approachable and adaptable style; excellent and perceptive listening abilities; strong interpersonal skills; experience of public, private and not for profit situations; facility to leverage professional legal knowledge; and a solid track record of rapidly building trust with clients, enabling mutually acceptable outcomes.

Approach, Style and Skills

- **Overall Mediation Style:** Emily mediates in a creative and realistic way. She is balanced and objective, whilst also committed to exploring constructive solutions.
- **Building Trust:** Empathetic, friendly, approachable, putting people at ease and building trusted working relationships quickly, creating a safe space to allow parties to fully articulate their positions.
- **Flexibility:** Ability to deal effectively with a wide variety of people and organisations, both commercial and charitable / not for profit.
- **Communication:** strong interpersonal and communication skills, both verbal and written - not afraid to ask difficult or challenging questions to ensure all avenues are explored.
- **Listening:** excellent listener giving parties the time and space to fully express and explore their respective needs and positions, patient and persistent, always 'staying in the room'.
- **Enabling:** working with parties to help them explore and reach their own solutions, and ready to assess the relative merits of different positions where necessary to move a mediation forward.
- **Adaptable:** ability to think quickly and flex techniques to respond to changing circumstances and dynamics.
- **Perceptive:** intuitive instinct to read parties' agendas, moods and priorities - able to 'read between the lines'.
- **Legal knowledge:** sound legal knowledge, underpinned by professional qualification as a Solicitor.
- **Professional:** Calm and assured, Emily has been commended for her thoughtful, collaborative and measured approach to mediation.

Selected Experience

Property

- Dispute relating to a constructive trust over a business property.
- Complex division of a large estate, resulting from the winding up of a charitable trust.
- Building contract dispute between developers, builders and sub-contractors.
- Landlord and Tenant dispute involving disrepair of property at end of tenancy.
- Numerous boundary disputes.

Probate

- Intricate dispute between three siblings involving distribution of discretionary trust funds, company shares and dividends.
- Sibling dispute over validity of will and subsequent distribution of estate.
- Sibling dispute over shared inherited property and a floating deed of trust.

Workplace and Employment

- Disciplinary dispute between a headteacher and senior staff members of a primary school.
- Breakdown in communication and culture in a department at East Sussex County Council.
- A complex and long running discrimination dispute between a professional body and an individual.
- A dispute arising from a discrimination claim in an educational establishment.

Community

- Emily also mediates and provides conflict coaching on a pro-bono basis for Brighton and Hove Independent Mediation Service.
- The numerous cases she has worked on include neighbourhood noise disputes, anti-social behaviour clashes, family disagreements and early intervention into conflicts that may result in homelessness.

Career History

Emily graduated from Durham University in 1998 with a BA(Hons) in Modern Languages (French and Spanish). She then attended The College of Law and the University of West England, qualifying as a solicitor with Osborne Clarke in 2002. Her legal career sparked her interest in mediation leading her to become an accredited mediator with CEDR in 2014. Emily has worked internationally, and speaks fluent French as well as competent Spanish.

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