



Jan Scrine

Consultant Mediator
Associate Director, Consensus at Work



In Brief

Accredited Mediator, MCI Arb

Fellow,
Chartered Institute of
Personnel and Development

M.Sc. (OR)
Hull University

B.Sc. (Econ) Hons
Hull University

Employment

Workplace

Professional partnerships

Mediation Experience

Jan Scrine is a well-qualified Human Resources professional, having held Board appointments in 'blue chip' companies. She has long experience of resolving 'people' problems, both contractual and behavioural, and of managing Employee Relations, in environments ranging from heavy engineering to professional partnerships, from manufacturing to Higher Education, SMEs to the voluntary sector.

Jan is accustomed to dealing with conflicts and disputes between staff members and their colleagues, their managers or their employers: she understands fully the employment law context as well as the procedural aspects of resolving employee disputes through formal procedures to Employment Tribunal.

Her HR background has enabled Jan to develop skills in workplace mentoring and coaching, with an empathic but practical approach. She brings these skills to the mediation process, working with the parties to explore outcomes ranging from an agreed 'clean break' settlement under a Compromise Agreement or COT3 to full restoration of a trusting working relationship, occasionally using a 'team build' programme to cement this.

Her perceptive approach and ability to handle sensitive issues have been welcomed by professional advisers and Trade Union representatives alike, particularly where allegations of discrimination or



bullying are central to the dispute and high-profile professional reputations are at risk.

Jan also provides consultancy services and mediation training programmes tailored directly to the needs of the client's environment. She undertakes independent investigations which have included alleged breaches of confidentiality, Intellectual Property disputes, and claims of bullying and harassment.

Her sound commercial expertise enables her to mediate general contract issues, including with suppliers and clients, and disputes arising in technology transfer and spin-out activities.

Jan Scrine is available to mediate anywhere in England or Wales.

Comments

Feedback after a commercial mediation:

"Dear Jan

Thanks very much for your help today. I was very impressed with your style: you seemed to listen well and absorb people's distress and concern but when you spoke it was definitely worth listening to - those few words were often carefully chosen and carried a lot of weight.

I imagine that most of the work for today was done in the days leading up to the actual meeting and you allowed ventilation but then steered each party to understand the others point of view encouraging a rationale and sensible "best interests" response.

I can see that today's outcome was in no small way largely due to you!

As I said to 'A' I'd have liked to have told 'S' how we felt but my guess is that you had probably conveyed that pretty succinctly to her beforehand.

Best wishes

T "

Feedback from individuals after Workplace mediations includes:

'Jan was lovely and easy to talk to.'

'Jan was very calming and reassuring and made you feel completely at ease.'

' She assured us about the confidentiality and made me feel comfy with the process.'

'I found it really helpful to have a complete outsider act as the mediator.'

'Jan sat us both down together to talk which was good. It feels like Jan does not give up until the problem is solved which is good.'

'Although we are getting on fine now, we hadn't actually talked about the issues, so having Jan there made us address this and clear the air.'



'I really appreciated the job she did.'

And after an employment mediation:

"The claim has now been withdrawn and is in the process of being dismissed by the Tribunal.

Many thanks for your assistance on the day, you handled a difficult character well and played a key part in us reaching settlement. The client remains pleased with the outcome."

An Employment Solicitor commented:

"We were in a Judicial Mediation today. We never got to the bottom of the issues so the outcomes weren't satisfactory for either party. You would have set it up much better and we would have been able to explore matters with more understanding from the outset!"

Why choose consensus mediation...?

Our role ensures that...

- Mediators remain wholly impartial and focused on the dispute because we handle all the fee negotiations, contracts, documents and logistics;
- Mediators do not become disqualified from acting (even by perception) because of previous direct or frequent instructions from one party or solicitor;
- Clients and their solicitors can concentrate on the case while we sort out all the administration and logistics.

We quote an inclusive fee for the mediator's time and the administration of the entire mediation process. Consensus Mediation does not charge for "overtime" or for any other hidden extras.

For an informal discussion call one of our Case Managers now on **0844 561 1763**