

## **Dawn Stainer**

**BA (Hons) Law and History, Qualifying**

**Post Graduate Certificate in Education (PGCE)**

**CMC Registered for Civil and Commercial Mediation**

**CMC Registered for Workplace Mediation**

**Family Mediator registered with the College of Mediators (T.M.C.M)**

**Working towards Family Mediation Council Accreditation**



### **Mediation Qualifications**

1. Dawn is a Civil Mediation Council Registered Mediator for both Workplace and Civil and Commercial Mediation.
2. Dawn is a Family Mediator, registered with the College of Mediators (T.M.C.M.) currently working towards Accreditation with the Family Mediation Council.
3. Dawn is the Founder and Director of Lakeland Mediation Solutions providing services in Family Mediation, Workplace and Employment Mediation and in Civil and Commercial matters.
4. With a background in Education, Dawn continues to deliver training for Essential Mediation Solutions in domestic and international settings.
5. Dawn is a specialist Mediation Assessor and has extensive experience in IQA and Quality Assurance.
6. She is a Moderator for the Civil Mediation Council for registered CMC Mediation Training Courses.

### **Professional Experience**

7. Dawn gained a 2:1 BA (Hons) Qualifying Law Degree with History at Oxford Brookes University.
8. She continued her studies at Post Graduate Level at Lancaster University where she gained the Post Graduate Certificate in Education.
9. Her career in Education began in 2001 and Dawn continues to work in Higher Education and delivers courses for HR and Management professionals.

10. During her time in Higher Education, Dawn delivered the L5 Certificate in Education and the Post Graduate Certificate in Education – post compulsory. She has also worked with PhD students on training courses to deliver practical skill development.

11. During her time in Higher Education, Dawn also lectured on and supported dissertations for BA (Hons) courses and assessed and moderated dissertations for UCLan.

12. Dawn worked as an Examiner in Law for AQA where she assessed and moderated exam scripts.

13. Dawn developed an interest in Mediation whilst dealing with student disciplinarys and the escalation of conflict between education stake holders. She also appreciated the value of key mediation techniques whilst working with EHCP provision that necessitated a family-centred approach. 'Team around the Family' aimed for sustainable change by using co-ordinated multi-agency support that was accessible and appropriate. The strengths-based, restorative approach was used to communicate and engage with families through listening to their story, supporting family problem solving and facilitating solutions. Dawn's experiences lead to her deciding to formally train as a Mediator.

14. Using her professional expertise, Dawn currently delivers elements of the Undergraduate Business Pathway for the University of Cumbria, Institute of Business, Industry and Leadership, with a particular focus on communication and dispute resolution.

15. Dawn continues to provide organisations and business with bespoke training and development opportunities, supporting employees and managers with communication and mediation techniques.

16. To support the raising of standards for several organisations, Dawn has designed and facilitated quality assurance processes.

### **Mediation Training**

17. Between 2019 and 2021 Dawn moderated the Mediation Module for the Master in Law course for UCLan Cyprus.

18. Between 2020 and 2022 Dawn assessed the International Civil and Commercial Mediation Training course for UCLan Cyprus.

19. Dawn assisted in the running of the UCLan course in Cyprus for Essential Mediation Solutions. Development in provision included additional Undergraduate Mediation Taster sessions and Workplace Mediation Training Sessions for staff.

20. She continues to support Essential Mediation Solutions in the assessment of CMC and IMI Registered Mediation Training Courses.
21. Dawn also provides Moderation for the Civil Mediation Council, quality assuring registered CMC Mediation Training Courses.
22. She provides practical Mediation techniques sessions for HR and People Management Professionals across a range of businesses and organisation in Cumbria.

### **Current position**

23. Dawn is a full-time mediator.
24. She provides workplace mediation for a range of organisations and businesses in the Northwest of England and beyond.
25. Dawn continues to provide mediation for private and public sector clients: SMEs, National and Regional Charitable organisations, large domestic and international manufacturers.
26. Dawn is a Family Mediator registered with College of Mediators (T.M.C.M) and is working towards accreditation with the Family Mediation Council. She mediates property and finance and child related matters.
27. She assists in mediation training and assessment for Essential Mediation Solution.
28. She is a key associate of Lakes Training Solutions; helping deliver training to Local Authorities and private Businesses on how to Implement Key Mediation Principles and Techniques in the workplace.
29. Dawn is the Founder and Director of Lakeland Mediation Solutions and sits on the EMSPanel for Civil/Commercial and Workplace Mediation.

### **Mediation Experience**

30. Dawn's mediation experience enables her to mediate conflict in the workplace involving individuals and teams.
31. Dawn is also able to mediate Personal Injury, Clinical Negligence, Landlord and Tenant, Commercial, Community, Neighbourhood, Business, Boundary and Shared Access to Land disputes.

32. Dawn is familiar at dealing with matters in Education settings, Local Authorities, County Councils, charitable organisations and issues within the public and private sector.

33. Dawn provides mediation in person or remotely using various platforms, she frequently adopts a hybrid approach to suit the requirements of clients.

34. She offers Family Mediation in person and using online platforms.

### Dawn's Rating

"It was a joy to work with Dawn of Lakeland Mediation Solutions who quickly understood the problem, gave succinct explanations of the process and established a purposeful rapport with everyone involved. We have been impressed with the manner in which our problem has been handled and we are recommending your services." *Sedbergh UCWH Regno 231058*

"Dawn has an approachable and confident manner. She can quickly build relationships to gain an understanding of situations and is calm under pressure. I would recommend her to any workplace that needs an experienced mediator to bring about a positive outcome to a challenging situation." *J. Austin HR (Assoc CIPD)*

"The mediation was well run and really helped to facilitate an open discussion" – *Allerdale Borough Council*

"The School of Law, UCLan Cyprus would like to thank Emma McAndry and Dawn Stainer for their valuable contribution to Mediation Week." *Prof. Stephanie Laulhe Shaelou, Professor of European Law and Reform, Head, School of Law.*

"Dawn has worked, independently, to our utmost satisfaction facilitating the brokering of realistic agreements between ourselves and our clients. Dawn's approach has proven to us that Mediation is a valuable and necessary tool. It has been a real pleasure working with Lakeland Mediation Solutions and we will continue using their services." *Jan van Bohemen - Executive Manager and Consultant, Win van Bohemen Flower Export, Noordwijk, The Netherlands*

"The client was very impressed with the mediators; it was professionally and cheerfully handled, and we would unhesitatingly recommend you." *Robert Festenstein - RHF Solicitors*

"Thank you for the mediation session, it has made a huge difference to open communication already. Fully appreciative of your time." *CWT*

"Since the mediation process with both employees, they have been getting on well and no further concerns have come back to me. This is good news!" *HR, Westmorland and Furness Council*

"I was very anxious about attending the mediation after everything that had happened, but I felt in safe hands and now I wish that we had done this sooner. I am pleased that

everything was agreed in one day and we can move on from this. Thank you.” *Team Leader Cumbria*  
“Thank you again Dawn, for working with the team. Things have been much more settled, and we would consider mediation in the future to help resolve issues between team members.” *HR West Coast Manufacturer*

“I thoroughly enjoyed this Mediation Skills course. The facilitator was very engaging and enthusiastic. The content was pitched at just the right level and the skills and resources will be really useful. Thanks so much.” *CH W&F*

“It was a great session and the timing was spot on, allowing for questions and discussion. I will be leaving armed with great techniques and a lot more confidence to support the mediation process. Thanks.” *LA HR Business Partner*