

Janine McDonnell

CMC Registered Mediator | EMCC (EIA) Senior Practitioner Coach |
EMCC (ESIA) Accredited Coach Supervisor | | Fellow, Institute of
Leadership and Management (ILM) | CMC Accredited



Mediation and Coaching Qualifications

1. Janine is a registered workplace, civil and commercial mediator with the Civil Mediation Council (CMC). She qualified in 2022 and has successfully led numerous mediations in the private and public sector.
2. Janine is also a qualified Restorative Justice Practitioner (L2) and often draws upon restorative justice principles when mediating teams in the workplace.
3. Janine obtained her ILM Level 7 qualification in Executive Coaching and Mentoring in 2014 and has since accrued thousands of coaching and mentoring hours, supporting clients from first-line managers through to C-suite executives in a range of issues, including conflicts at work.
4. Janine is an EMCC (European Mentoring and Coaching Council) Professional Member, holding an Individual Accreditation (EIA) at Senior Practitioner level for coaching and a Supervision Individual Accreditation (ESIA) as a coaching supervisor
5. Janine holds Fellowship status with the Institute of Leadership (IL, formerly ILM), in recognition of her leadership knowledge, academic learning and extensive practical leadership expertise.
6. Amongst Janine's other qualifications are Mental Health First Aid Trainer and Suicide First Aider and Team coach bringing a strong wellbeing and psychological safety lens to her coaching, training and mediation practice.

Professional Experience

7. Janine spent almost 25 years in senior management and director-level positions across the public sector, including HM Prison Service, the Home Office and the NHS, before founding JMC Coaching and Consultancy Ltd in January 2022.
8. Janine's last position before stepping into business ownership was as a Director of Operations within an NHS Acute Trust. In this role Janine led complex acute services comprising 950+ staff and budgets exceeding £63m, overseeing organisational transformation, culture change, workforce development and the COVID-19 operational response.
9. Prior to Janine's career in the NHS, Janine enjoyed a successful career in H M Prison Service achieving the position of Senior Governor. Janine led multidisciplinary teams of over 315 staff through significant operational and cultural change, successfully



transforming a failing establishment and achieving major improvements in safety, attendance and national performance rankings.

10. During her time in the Prison Service Janine worked for H M Inspectorate of Prisons and Probation and led national inspection teams presenting findings to senior civil servants on sensitive and high-profile matters. More latterly Janine also represented the Home Office internationally, advising the Algerian Government on human rights and estate development.

Current Position

11. Janine is the Founder and Director of JMC Coaching and Consultancy Ltd, based in Stafford, providing executive coaching, leadership training, workplace mediation, coach supervision and organisational development consultancy.
12. Janine's practice strapline is: "Developing better leaders, building better teams and creating healthier and more productive workplaces" and her mediation and restorative justice practice underpins this.
13. Janine is married and has a school aged son and daughter. Restoring relationships features heavily in Janine professional and personal practice resolving disputes between her children!

Professional Memberships

1. Civil Mediation Council (CMC) – Registered Mediator
2. European Mentoring and Coaching Council (EMCC) UK – Professional Member (M934671D)
3. Institute of Leadership and Management (ILM) – Member (20410513) and Fellow
4. International Society for Coaching Psychology (ISCP) – Affiliate Member

Testimonials on working with Janine

Janine brings an empathetic, emotionally intelligent and practical coaching style to all her mediations. She balances challenge and pragmatic support underpinned by a genuine desire to support colleagues in the workplace to work more effectively together. Here is some of her recent feedback:

"I cannot praise my mediator enough. She was extremely friendly and approachable, listened and I felt she genuinely wanted to help us both. She was so knowledgeable and understanding and made me feel at ease in a quite awkward situation. I wish that my company had organised this sooner. I came away from the meeting, feeling positive moving forward. These sessions should be made more available within the workplace as I am confident this would improve working conditions and morale." - **Darren. Mediation participant, Manufacturing Company**

"Over the past few years, I have been working with Janine in varying capacities but mainly engaging her to bringing resolution to HR issues requiring mediation. She has been able to



*bring together conflicting parties, reaching a resolution providing well set out agreements for working together in the future successfully. Janine has exceptional and valuable skills, always displaying professionalism, understanding and sound knowledge of the situations and above all maintaining confidentiality.” – **Senior HR Business Partner – NHS Acute Trust***

*“Janine has such an empathetic and emotionally intelligent style and created a safe space for challenging discussions. She focused on enabling me to make progress rather than imposing suggestions.” – **Director of Advocacy and Campaigns, National Charity***