



The Core Portfolio

Facilitating co-operation, effective communication
and better relationships

“Helping people, organisations and
business to find practical solutions to
differences and disputes”

COLLABORATION
NOT CONFRONTATION

Core Mediation

Mediation is about encouraging parties who have – or anticipate – differences or a dispute to sit down and talk in a co-operative and confidential setting and assisting them to find a constructive solution which meets their real interests and needs.

Mediation can be used at any time – whether or not court or other formal proceedings are in progress – when all concerned genuinely wish to engage in effective discussions and to see an end to the differences or dispute between them.

Core Mediation provides a comprehensive mediation service for those in business, commerce, professional services and the public sector who wish to use highly trained, independent mediators and facilitators to assist them to manage and resolve their differences or disputes quickly and effectively.

- **Mediation in workplace, organisational, board-room or management differences**
- **Mediation in disputes or differences in, or involving, professional practices and services**
- **Mediation in major contracts and multi-agency projects where early and continuing facilitation is beneficial**
- **Mediation in commercial, professional and public sector disputes which have reached, or are heading towards, litigation**

Core Mediation brings independence, professionalism and excellence to everything it does.

Core's mediators are experienced business and professional people who have received comprehensive training and rigorous assessment and who undertake a continuing professional development programme.

Core's mediators have specialist knowledge of, and experience in, key sectors including:

- **health**
- **construction**
- **workplace**
- **insurance**
- **corporate**
- **oil and gas**
- **property**
- **professional services**
- **management**
- **intellectual property**
- **higher education**
- **information technology**

Core's mediators bring an experience and understanding of the process – and what it takes to help people to find creative solutions – gained over several years and which we believe is unparalleled in Scotland.

Core Mediation's directors are delighted to discuss the possible use of mediation or other facilitation at any time, confidentially and on a without commitment basis. Contact John Sturrock at john.sturrock@core-mediation.com or Pamela Lyall at pamela.lyall@core-mediation.com.

“Our opportunity is to transform the culture of conflict from coercion and confrontation to consensus and cooperation”

Core People

Core is led by its founder and Chief Executive, **John Sturrock QC**. John is an advocate, award-winning professional trainer and coach and one of Scotland's most experienced commercial mediators. John has led mediation and advocacy training courses around the world and was recognised as the Specialist of the Year at the inaugural Scottish Legal Awards in 2003. He is Visiting Professor of Advocacy Skills and Conflict Resolution at the University of Strathclyde and a member of the Judicial Studies Committee in Scotland. From 1994 to 2002, John was the first Director of Training and Education in the Faculty of Advocates, of which he has been a member since 1986.

Core's highly-regarded team of mediators, coaches and facilitators is led by

Pamela Lyall, formerly a litigation partner and Head of Insurance Litigation at a major law firm and now a leading mediator. She manages Core Mediation's portfolio of mediations and has considerable experience in the mediation and coaching fields. Pamela has over 18 years' experience in private practice, dealing with a broad range of personal injury cases, professional indemnity claims and insurance contract disputes. She qualified as a solicitor-advocate in 1996 and was accredited as a mediator in 2000.

Our team also includes

Heather Allen, a mediator, coach and facilitator with many years of experience. Her dispute resolution and conflict management roles cover a wide spectrum of organisations and industries in the UK and abroad.

Hugh Donald OBE, a senior partner in a major Scottish legal firm, he specialises in management issues, medical negligence and professional indemnity. He has been a leading figure in family mediation since the 1980s.

Alastair Kelly, a chartered surveyor and Fellow of the Association of Building Engineers. He is head of Building Consultancy at a leading property organisation, working with Project Managers, Architects and Surveyors throughout the UK.

Carol Paton, an experienced senior executive and consultant. She was formerly the deputy managing director of a large housing group, advising on regulatory and governance matters, with responsibility for corporate services.

Alastair Thornton, a former President of the Law Society of Scotland and law firm partner with 22 years of litigation experience. He is now a part-time Sheriff. He specialises in professional ethics and risk management.

Core can call on other experienced specialists in a range of sectors including health, construction, oil and gas, finance, business and the workplace.

Core's main point of contact is **Lynne Davies**, our Executive Assistant, who administers Core's courses and events and manages the day-to-day running of the Core office.

Tel: 0131 221 2520 Email: lynne.davies@core-solutions.com

Bridging the Communication Gap

Core Coaching

Using our leading-edge strategy, negotiation, mediation and coaching techniques embodied in the Core Method for coaching and collaboration, Core Coaching assists managers, decision-makers, professional advisers, negotiators and other clients to gain the skills necessary to manage differences and resolve disputes more effectively in a variety of situations.

Core Coaching's high quality professional coaching and training includes

- Mediation Training and Mediator Assessment
- Advanced Mediator Skills Development
- Advising Clients in Mediation
- Negotiation Skills
- Advanced Negotiation Techniques
- Understanding and Managing Conflict
- Effective Communication
- Designing Systems, Policies and Guidelines to Manage Disputes and Differences
- Conducting Inquiries, Tribunals, Committees and other Investigations
- Coaching for Coaches
- Advocacy Skills for Court and Tribunal
- Refresher and Advanced Advocacy Skills

Core Coaching promotes practical learning in small workshop groups and individual coaching, often using video, supported by one of our trained coaches. Our focus is on problem-solving, lateral thinking, effective preparation and analysis, building rapport, questioning and listening skills and other aspects of communication and presentation.

Core Coaching provides its services in Scotland and elsewhere to clients which include

- professional firms and advisers
- commercial enterprises
- public sector organisations
- legal advisers and in-house counsel
- the judiciary
- investment and financial specialists
- health service professionals
- human resources managers and directors
- board members and executives
- parliamentarians and civil servants
- construction specialists
- academic institutions

Core Coaching works extensively with clients in-house, tailoring courses and training to specific needs and aspirations. We are delighted to discuss possibilities and requirements at any time. Contact John Sturrock at john.sturrock@core-solutions.com or Lynne Davies at lynne.davies@core-solutions.com for more information or news about our open courses.

Gaining Confidence and Control through Competence

The Core businesses are at the forefront of a new direction in which collaboration to find practical solutions to business and professional problems and organisational conflict is built on co-operation, communication and effective relationships. Core brings its innovative approach to how we deal with differences, facilitating dialogue and understanding using negotiation, mediation and other processes involving an independent facilitator. Core also offers

- **guidance to individuals, business and organisations on how to negotiate effectively in difficult or complex disputes in order to find common ground and build agreements**
- **strategic advice to leaders and decision-makers in how to manage risk by avoiding or resolving differences in an ever-changing commercial and professional environment**

Feedback from users of Core Mediation's services

"...my clients were very happy with the outcome of the mediation and the level of service given and professionalism demonstrated by Core Mediation ...I certainly hope that we will have the opportunity to use your services again."

"Thank you... for all your hard work yesterday ...I found the mediation process incredibly helpful."

"The mediation brought to a close an anxious and long-running dispute, providing my clients with a definite outcome, potentially large savings in litigation costs and the opportunity to get on with providing services for their customers without this matter hanging over them. It was hard work at the time, but all completed in private in a little over one day."

"...I cannot thank you enough for all your help and guidance throughout the mediation. What a great feeling it was..., following the meeting with the other side, to know that it was finally over... For the first time in six years we can look forward instead of backwards. All our energy can now be channelled into positive things like building the new business... There is absolutely no doubt in my mind that we would not be where we are today if you hadn't helped us all through the process. Mediation was the key to making both parties face reality and focus on an outcome that could let us all put the past behind."

Feedback from participants in Core Coaching's courses

"I had to write this. What an exhilarating two days of learning. A great team of instructors, and the delegates who are brilliant people. It is amazing to see confidence growing as new skills emerge. I have never before got to the end of a training day and felt thoroughly disappointed that we had to stop – that says it all!"

"I would have no hesitation in recommending the course to others, not only as a course on mediation but also one that can teach skills that are useful in business life more generally."

"I thought the course was superb – one of the most fulfilling experiences I have ever had. ...it has made me think very differently about what I have been doing for the last 20 years... and may even have changed my outlook on life to a significant degree!"

"The coaching is of the highest quality, carried out in a friendly, professional and highly enjoyable manner... Looking forward to learning more from this superb team of professionals. Highly recommended!"

"Without doubt one of the best courses I have ever been on" "I found this to be the most stimulating, challenging and enjoyable course for many years..."

"As good as they come, seriously. A great many lawyers and non-lawyers would benefit from what you teach!"

Adding Value
Unlocking Potential
Making a Difference

For more information on Core's services contact us at:

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