



<b>CEDR Accreditation:</b>	2000
<b>CEDR Panel:</b>	2024
<b>Languages:</b>	English
<b>Location:</b>	United Kingdom

## Dr Christine Scholes

*“Her understanding of business challenges gave Christine true credibility in our environment”.*

*“She has the heart of a nurse and the mind of a lawyer – a most excellent combination”*

*Client feedback*

### Overview

Christine Scholes is a practicing CMC registered mediator.

She mediates civil, commercial, workplace and employment disputes.

Her legal, business and former nursing background informs her pragmatic approach to mediation, with extensive experience across various sectors including: industry, engineering, nuclear, aerospace, education, medical, professional services. This breadth of experience instils confidence in her clients assuring them of her ability to understand and relate to the parties and their issues.

Since 2000, Christine has mediated numerous disputes across diverse industries and sectors, working with FTSE 100 companies, international small and medium sized enterprises (SMEs), professional services, the NHS, public and charity sectors as well as individuals.

Her successful track record in dispute resolution is bolstered by her rich and varied career, starting as an Accident and Emergency and Intensive Care nurse and then as a Commercial Barrister and Solicitor in Australia, In-House Counsel, Head of HR and consultant for some of the UK’s largest international companies.

Additionally, Christine is a seasoned executive coach, having coached clients across the UK, Europe, USA, Asia and Australia.



## Professional Background

Christine has a comprehensive background in health, law, business and people related careers.

She trained as a mediator with CEDR in 2000 and has since mediated a wide range of civil, commercial, workplace and employment disputes both internally and externally.

Christine qualified as a Barrister and Solicitor in Australia, being called to the bar in 1992. She is also a solicitor in England and Wales and is a member of the Law Society of England and Wales and a tenant at 4-5 Grays Inn Square chambers.

With over 40 years' of experience, she has worked in the medical, legal and professional services, industrial, engineering, public and charity sectors. Starting her career in the health industry as an intensive care and accident and emergency nurse, Christine transitioned to a legal career in 1992. She graduated in law (LLB and LLM) in 1992 and 1995 and practiced in Australia until 1998.

Since returning to the UK in 1988, Christine has held various in-house legal counsel and senior HR roles in FTSE 100 and international companies in the industrial, engineering, aerospace and nuclear sectors. She has extended her knowledge and experience through over 10 years of business and organisational consulting. She now focuses entirely on mediation and executive coaching.

Throughout her extensive career, she has been fortunate to have worked extensively in the UK, USA, Brazil, France, Germany, Australia, India and China, broadening her understanding and experience of global disputes and cultures.

Christine is also experienced in the charity sector as an executive coach, mediator and trustee.

During the pandemic, Christine participated in a pro bono executive coaching scheme for the NHS.

## Expertise

- Charity Sector
- Commercial
- Discrimination
- Education
- Engineering & Industrial
- Harassment
- Local Councils
- NHS & HealthCare
- Nuclear
- Partnership & Shareholder
- Public Sector
- Wills
- Workplace & Employment

## Disputes Experience

Christine's experience in dispute resolution includes the following:

### Commercial

- Disputes relating to provision of goods and services in manufacturing/construction/council agreements – deemed not fit for purpose
- Disputes over termination terms in an international Joint Venture Agreement

- Breakdown of relationship between Director shareholders leading to a dispute between an outgoing Director shareholder and the remaining shareholders
- Issues relating to the provision of professional services by a professional services firm to an individual client
- Renegotiation of long-term commercial contracts due to breakdown in relationships and obsolete terms
- Intellectual property dispute concerning the ownership of intellectual property under a contract for the design of bespoke machinery
- Multi-million-pound contract dispute over the provision of international distribution of goods
- International distribution agreement dispute involving re-registration of products in various jurisdictions, loss of market share and negligence
- Loan agreement dispute about an alleged misrepresentation and breach of trust between an individual lender and an entrepreneurial designer
- Loan agreement dispute between Bank (lender) and commercial company (borrower) involving issues of permissions, consents and the legal status of one of the named directors in the commercial company.

## Property and local councils

Christine has mediated and been involved in various property disputes across the commercial, private and public sectors including local councils and housing associations. Her experience includes:

- Evictions under S21 notices involving housing association tenant refusing to vacate premises
- Allegations of harassment between tenants in a housing association
- Non-payment of rent disputes in a housing association
- Landlord and tenant disputes over the provision of freeholder services and management services
- Boundary disputes focusing on quiet enjoyment of property and clarifying rights and obligations of each party
- General rights of way disputes for building contractors engaged in work on council premises
- Estate agency disputes
  - Work not completed within contractual timelines
  - Services not provided in accordance with the terms in the contract

## Clinical negligence

Christine understands this sector having worked in the NHS as an ICU and A&E nurse including at management level. Her understanding and personal experience of the health sector was enhanced during the COVID 19 pandemic when she supported her local hospice by working as a Health Care Assistant (HCA) during a period when many nurses and clinical staff were “shielding” or had contracted COVID. She continues to work occasional shifts as an HCA when the need arises. In addition, Christine participated in a pro bono scheme in which she provided executive coaching for NHS management during the difficult pandemic period.

Her most recent clinical negligence experience has been:

- Claim for damages against an NHS Trust in relation to a claim about negligent care, during a hospital admission, resulting in chronic pain and reduced ability to work.
- Claim for damages against an NHS Trust in relation to a claim for misdiagnosis and subsequent sub standard care leading to adverse, irreversible health and lifestyle consequences

## Construction & Engineering

- Sub-contractor disputes
- Schedule of works disputes related to timing and cost overruns
- Interpretation of contractual terms and cultural issues, leading to a dispute over an agreement between a Chinese company and a UK company regarding building services and commission payments
- Contractual dispute between a local Council and construction company concerning delay and cost increases in the construction of a school and associated community buildings and infrastructure

## Wills & Probate

- Dispute about the valuation of chattels causing an irretrievable breakdown in relations between siblings
- Valuation of company shares, inherited by siblings, in a family business
- Dispute amongst family members over parents wills by-passing children in favour of grandchildren
- Dispute over inheritance sharing between a biological adult child and step siblings

## Employment & Workplace

Christine has mediated extensively both in-house and independently on various employment and workplace issues including:

- Allegations of bullying and harassment in the workplace
- Termination of senior executive's employment for performance related issues, involving reputation, disputed poor performance, apologies and financial/bonus aspects in the termination agreement
- Redundancies focusing on the terms of the settlement agreement - reputation, bonuses, including long term investment plans (LTIPs).
- Dispute over an LTIP plan as part of the senior employee's employment contract
- Flexible working arrangements
- Behavioural issues in the workplace
- Performance issues and bonus disputes
- Termination of employment contract for alleged gross misconduct of the CFO
- Disability discrimination claim relating to reasonable adjustments in the workplace
- Misrepresentation in a senior employee's CV
- Breach of confidentiality obligations by a former employee under a settlement agreement

## Education

Christine's recent experience as a doctoral student as well as her ambassadorial and visiting lecturer role at her alma mater have given her insights into some of the challenges of management in educational institutes.

- Dispute over the distribution of non - academic work to university academics
- Performance related issues of academics within a faculty in a university
- Dispute over tenure in a university

## Advisory, audit and consultation roles

As a HR and management consultant, Christine has undertaken numerous audits and assessments in companies and organisations. These have included:

- A top-down audit and evaluation of a European engineering company during a period when its market share was suffering and moral was at an all-time low. Christine was given full discretion and access to the organisation including all employees, files, policies and procedures.
- An evaluation of the procedures, policies and relationships within an organisation when there were internal workplace conflicts.

In both examples provided above, Christine provided honest, constructive feedback and was invited to undertake some coaching and workplace mediation.

## Personal Style

Christine is known for her ability to listen and understand what is important to the parties involved in a dispute. She quickly grasps complex business, legal and interpersonal issues creating an environment of trust where parties feel confident in her ability to facilitate a settlement. Christine challenges parties, when she intuitively feels it will be helpful, always doing so respectfully and without judgment.

Christine begins building a trusting professional relationship even before the mediation starts, engaging in pre mediation discussions with the parties and their legal advisors. She asks probing questions to understand the issues and arguments aiding the process towards a settlement. She encourages open, honest discussions, recognising that parties venting their frustrations, anger or disappointment can often lead to solutions.

Christine is consistently praised for her empathy, flexibility and understanding, as well as her ability to remain calm in high stress environments. Her engagement with all parties and advisors along with her commercial acumen further enhances her effectiveness as a mediator.

## Feedback

“Christine put us at our ease even though the tension between the parties was palpable when we first arrived”

“The mediation nearly came to an abrupt halt when one of our number said they didn't believe in the process and stood up to walk out. Christine gently suggested we use the time we had paid for and just see what might happen”

“ it was a relief not to have to explain to her the pressures we have in business. She just got it”

“Christine has the gravitas, mixed organisational background and interpersonal skills to create an environment where ideas are challenged, but solutions are quickly found and confidence in personal judgement is built. This allied to a strong level of emotional intelligence and personal warmth, makes Christine a very effective person to work with”.

## Professional Skills

Christine quickly grasps complex legal and business issues, yet she is never afraid to seek clarification from the parties and their advisors. Her excellent interpersonal skills have been honed through her diverse careers in the health service, law, and business.

Christine demonstrates empathy and the ability to address sensitive issues and challenges calmly and without judgment. Christine has very strong cultural awareness.

## Current appointments

Director Cap Consulting Ltd

Tenant of 4-5 Grays Inn Square chambers

Member of CEDR Workplace and Employment Working Group

Member of the UK Ambassadorial Council, Business School, University of Western Australia

Trustee, Eddystone Housing Association

Lay member of the Health Research Authority Research Ethics Committee (Harrow) (Since 2023)

## Corporate Senior level Roles

Smiths Group plc: Legal Counsel, Head of Legal and HR, Specialty Engineering Division

UK Atomic Energy Authority (UKAEA): Board Member, Head of Legal and HR (facilitated the transition from public to private sector)

Babcock International Group, Head of Organisation and Development, Support Services Division (post UKAEA acquisition)

Bristow Group, Head of Operational HR and legal advisor

## Health related and Non-Executive roles

Senior Clinical Nurse, Intensive Care and Accident and Emergency, Queen Elizabeth II Medical Centre, Perth, Western Australia. (1988-1992)

Trustee – Eddystone housing Association (since 2022)

Former Trustee, Just Advocacy (charity providing advocacy support to people with learning disabilities)

Former Trustee, Cardiac Rehab (charity supporting cardiac rehabilitation).

## Qualifications and professional memberships

CMC Registered Mediator (2023) – Civil and Commercial and Workplace

CEDR Trained and Accredited Mediator (2000)

Doctor of Professional Studies (Dprof, 2022, Middlesex University, London)

Executive Coach (trained and accredited by Meyler Campbell, 2011)



EMCC Global Individual Coach Accreditation

Master of Laws (LLM, 1992, University of Western Australia)

Bachelor of Laws (LLB, 1994, University of Western Australia)

Registered General Nurse and Intensive Care Nurse ( 1982/83, St Bartholomew's Hospital, London)

Fellow, Institute of Directors (2011 – 2019)

Board Member International Women's Forum (IWF) (2013 – 2017)

Chair, IWF Emerging Leaders initiative (2012)

Former Development Committee Board member, Tricycle Theatre (now Kiln Theatre, Kilburn)

Former Mentor, Princes Trust

