



**CEDR Accreditation:** 2020  
**CEDR Panel:** 2025  
**Languages:** English, French,  
Spanish, German  
**Location:** Málaga, Spain;  
Paris, France;  
Berlin, Germany

## Philine Nau

*“Philine swiftly created the environment for safe dialogue, fundamentally shifting the escalated dynamic to learning and growth.”*

### Overview

Philine is an accredited Mediator (CEDR, IMI), Coach (ACC), and Ombuds. With over a decade of experience in conflict resolution, Philine mediates a diverse range of disputes from workplace and employment to commercial, and interpersonal disputes. Philine is also experienced in designing and facilitating complex multi-stakeholder dialogues and inter-community mediation processes. She has facilitated over 100 disputes across Europe, the Middle East and Africa navigating complex intercultural contexts across four working languages in Europe, the Middle East, Africa, and Asia.



## Professional Background

Philine's diverse mediation experience spans commercial mediation since starting her professional mediation journey at the Centre for ADR of the International Chamber of Commerce (ICC) in Paris. She also has expertise in peace and inter-community disputes while working for the United Nations in Côte d'Ivoire. As an independent mediator and trainer, Philine has worked with individual clients, private sector companies like Société Générale and multinational corporations in the mining sector, as well as international organisations and NGOs such as UNICEF, the International Criminal Court, UWC International, and the Council of International Schools.

Since 2021, Philine has served as an OECD Mediator reporting to the Secretary-General in Paris, providing workplace and employment mediation, dialogue facilitation, training, and strategic advice on organisational culture and conflict prevention. Philine previously led a diverse global team herself, while also handling internal complaints and sensitive safeguarding (child protection) reports.

A German-qualified lawyer, Philine holds German and French law degrees from Ludwig-Maximilian-University Munich and Paris-Panthéon-Assas University. She has lived in several countries across Europe, in the US, Egypt, Côte d'Ivoire, and South Africa.

## Expertise

- Workplace & employment mediation
- Interpersonal disputes
- Intercultural communication & sensitivity
- Team & group processes
- Inter-community mediation
- Multi-stakeholder dialogue processes
- Business & human rights
- Governance review & mediation
- Safeguarding & sexual harassment prevention

## Dispute Experience

### Workplace and employment mediation:

- Individual, team and group mediation processes, e.g., communication breakdown, intercultural friction, management and leadership style disputes, to restore working relationships and organisational cohesion by addressing the underlying drivers of conflict.
- Racial and gender discrimination disputes using trauma-informed and restorative approaches.

- Safeguarding and sexual harassment mediation (only where compliance with disciplinary and harassment prevention policies permit) moving participants beyond punitive measures toward mutual understanding and the development of sustainable, organisational policy improvements.
- Contract, remuneration, pension, and long-term sickness and medical incapacity disputes.

### **Governance disputes**

- Disputes between partners and co-founders related to strategy, values and business valuation.
- Disputes within boards and leadership regarding internal communication, mission, strategy, and governance.

### **Peace and inter-community mediation:**

- Inter-community mediation and multi-stakeholder dialogue processes to address conflict between different local ethnic groups, inter-community violence, access and right of passage, and post-electoral conflict.
- Company-community mediation (mining sector) to resolve strikes/sit-ins and disputes around resettlement and compensation, land and water use, contamination, and public health concerns.

### **Interpersonal mediation**

- Inheritance disputes working through a communication breakdown and multi-generational emotional family dynamics.
- Conflicts within NGOs and associations, overcoming deeply ingrained tensions and trust issues.

## **Personal Style**

Philine's mediation style is centered on human connection and the stubbornly optimistic belief that a constructive solution is always within reach. With her calming presence and natural authority, she cultivates an empathetic, supportive, and psychologically safe environment that immediately puts participants at ease. Her approach is built upon unconditional positive regard for the participants and the aptitude to function well in crisis, allowing her to facilitate dialogue and maintain structure and focus even in high-tension situations involving strong emotions.

Philine is both warm and persistent, using deep listening and creative problem-solving to move discussions toward solutions. Philine's expertise in intercultural understanding and her sensitivity to diversity ensure that participants are empowered to share openly and shift perspectives. Her ultimate goal is to facilitate clarity, closure, and sustainable solutions that last.

## Professional Skills

- Executive and Leadership Development Coach and is accredited with the International Coaching Federation.
- Qualified Ombuds trained by the International Ombuds Association.
- Experienced Project and Programme Manager in development, NGOs and international organisations.
- Senior management and team leadership experience in NGOs and international organisations.

## Feedback

"We were initially sceptical about engaging a mediator, having already spent significant time on a very entrenched and complex conflict. With Philine's help, we not only resolved the issue and profoundly improved relationships but, critically, delivered a high return on investment by saving substantial time and delivering rapid, sustainable results."

"Philine is an incredibly agile and socially intelligent mediator: I saw her interact with a local community group in the field in the morning and gain their trust immediately. In the afternoon of the same day she knew exactly how to work with high-level government representatives in a very formal setting. I called her a chameleon because of this adaptability and professional versatility, in the most positive sense of the term."

"The result of our team mediation with Philine was profound: we not only achieved resolution but cohesion within the team and trust in the organisation overall have been restored."

"Working with Philine quickly became a deeply meaningful experience. Her expertise, integrity, and presence made a profound positive impact, and the personal trust she inspires speaks volumes about her professionalism. Facilitating structured conversations through insightful questions and creating clarity without imposing direction is the hallmark of her approach. I sincerely wish that anyone navigating personal or professional uncertainty has the opportunity to be supported by a practitioner of Philine's caliber."

"Through skilled facilitation, Philine swiftly created the environment for safe dialogue and exchange, fundamentally shifting the escalated dynamic to mutual learning and growth."

"Philine was really understanding and helped each of us to express ourselves and discuss openly, which created mutual understanding and empathy in a tense and complex situation. The tensions melted as a result of the discussion, opening with the mediation. I believe this was a very enriching experience, also from a personal perspective, and I would definitely recommend it to a colleague facing tensions in the workplace."