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| CEDR Accreditation:  CEDR Panel Member: | | 2016  2016 |
| Languages:  Location: | English ⬝ French  France | |



**Joachim Muller**

**Overview**

Joachim is an experienced conflict management trainer, facilitator and mediator.

His mediation practice contains a variety of cases, many of which concern unrepresented parties in dispute with a business or service provider.

Joachim has studied mediation at masters’ level in all its applications, ranging from workplace conflicts to international commercial disputes, and was the youngest mediator to join CEDR’s panel in 2016.

He has been working in the mediation field since 2014 for dispute resolution companies in France and in the UK.

His clients mainly originate from the corporate world, calling upon his workplace conflict expertise, but also from consumer dispute resolution schemes, and from businesses seeking help in establishing best practice in conflict management.

Joachim has been working with the Centre for Effective Dispute Resolution (CEDR) since 2015 prior to being engaged as a Mediation Development Consultant by the same organisation. As part of his work, he has supported an eclectic mix of organisations, government agencies, NGOs and individuals seeking a better approach to interpersonal dialogue, conflict management and mediation development. In his role with CEDR, he has worked with clients in more than 10 countries such as the UK, Luxembourg, France, Switzerland, Moldova, Georgia, and the USA. He has established a strong knowledge of the international mediation culture, adapting his expertise to local sensitivities, needs and cultures to facilitate understanding, collaboration and inclusion.

**Expertise (dispute experience examples)**

**Employment & Workplace**

* Management, analysis and interviewing of a large-scale dispute opposing employees and management of a housing association in France (>4000 employees).
* Intra-organisational conflicts assessment for a variety of profit and non-for profit organisations
* Individual coaching of employees in disputes pre- and post- grievance.

**Sale of Goods & Services**

* Dispute between service provider and client on the terms on the quality of services.
* Complaints on professionalism and behaviour of service provider.
* Consumer disputes issuing out of questionable service management from Funeral Directors.

**General contracts**

* Claims for reimbursement of services following alleged breach of contract.
* Claims between service provider and client on a dispute including parties not signatory to the contract.

**Personal Style**

Joachim approaches mediations as a practice where disputing parties are in complete control of their situation, whilst offering a safe and steady process to work collaboratively towards an agreement. This approach has proven effective when working with unrepresented parties, and where there is an imbalance of power between both sides such as disputes confronting businesses and their clients.

Joachim is well known for his emotional intelligence, and his ability to connect and explore creative options and solutions with parties. He believes that most conflicts represent the expression of a misunderstanding or frustration exacerbated by fears, emotions or pressing needs often hidden to one or both of the parties. As a result, behaviours become confrontational and until individuals have had the opportunity to be heard, tensions will be escalated and destructive. His approach is therefore first to help the parties communicate in an effective manner to confront their perceptions of the reality, reach a common understanding of the situation, and feel safe to express their interests, needs and concerns.

**Professional Skills**

Born in Fribourg, Switzerland, Joachim has lived, studied and worked in the UK, France, and Switzerland. He is fluent and can mediate in both French and English.

Professional Experience:

* 2020: Mediation Development Consultant, Trainer, Mediator and Facilitator (freelance)
* 2018 – 2020: Business Development Manager & Mediator – CEDR (London UK)
* 2015 – 2018: Project Manager for International Consultancy projects – CEDR (London UK)
* 2011 – 2015 : Collaborator – Planet Médiation (Paris, France)

Studies & qualifications:

* 2017: CEDR Certificate in Advanced Negotiation Skills
* 2016: CEDR Accredited Mediator
* 2013 - 2015 University of Lyon (France): Masters in Engineering in Mediation (Specialisation Workplace conflicts)
* 2009 - 2012 Catholic University of the West (Angers, France): Bachelor’s degree in Human & Social Science (Specialisation: Theology)

