



CEDR Accreditation:	1999
CEDR Panel Member Since:	2002
Languages:	English • Portuguese
Location:	United Kingdom

**“He was very professional, was a wonderful listener,
and he built up trust very, very quickly.”**

Mediation Feedback

Jeremy Connell

Overview

Jeremy is particularly well placed to mediate cases charged with high emotion, drawing on his 20 years of experience as a psychotherapist specialising in trauma and stress management. He acquired his mediation skills through a unique combination of experiences - in business, the Foreign Service, the legal profession, as well as individual counselling and coaching. He has built a formidable reputation for enabling senior individuals and organisations to resolve disputes and most of his mediation assignments come about through personal recommendation. His strong cross-cultural and team-building skills and commercial awareness are key elements of his success.

Professional Background

A trained lawyer and psychotherapist, Jeremy worked in the Diplomatic Service and with international law firm Hogan Lovells before co-founding Hakluyt & Co, a market leader in the provision of strategic business intelligence and advice worldwide to senior management of multinational companies. At Hakluyt, he was responsible for running tailored and confidential projects in China and other parts of the Asia Pacific region. He retired from the company at the end of 2013 in order to focus on his psychotherapy, life coaching, mediation and facilitation practice.



Expertise

- Education at higher, primary and secondary level
- All types of discrimination
- Partnership & Workplace relationship breakdowns
- Central and Local Government/Civil Service
- Police
- Employment
- Special Educational Needs
- Facilitation of strategic policy meetings

Dispute Experience

Education

Jeremy has regularly mediated disputes in higher education over the last twenty years and is sensitive to the culture and priorities of the wider education sector. He is an accredited SEND mediator and has mediated a variety of disputes between local authorities and young people, their families and representatives in relation to their educational and healthcare provision from pre-school to age 25. Jeremy is familiar with a wide variety of issues which frequently arise in education, including allegations of academic misconduct, discrimination, inadequate supervision, support or guidance, a failure to follow agreed procedures and employment and data protection issues. Jeremy's ability to manage highly charged emotional issues effectively and to build trust at all levels with academics, management staff and students in higher education and with the senior leadership team, teachers and governors in primary and secondary education gives parties the best possible opportunity to understand each other and resolve issues in this area.

Higher Education

- Claim by a postgraduate student that a university was negligent in supervising his doctorate and in handling his initial complaint to the university following a failed viva voca.
- Grievances and a general breakdown of relations between a professor and other senior academic and administrative staff at a leading UK university. Reconciliation and agreement on specific preventive measures for the future.

- A claim by a student against a university for unfair termination of his PhD under the Department for Constitutional Affairs' "Visitor" Scheme.
- Claim of disability discrimination and victimisation by a former student against his college at a leading university.
- Compensation claim by a student against a university for damage to her health and delay to the completion of her PHD due to alleged discrimination, bullying and harassment by the university. Settlement included an appropriate plan for the student to complete her studies.
- Appeal by a course director at a city university against a finding of bullying which followed an internal investigation by the dean and vice dean of the university.
- Claim against a college for alleged discrimination and a breach of data protection rules damaging the claimant's reputation and career prospects.
- Compensation claim by a student against a university for alleged lack of support and guidance and a failure to follow appropriate procedures.
- Compensation and lost earnings claim by a PhD student against a university for negligence and breach of contract due to the university's alleged failure to adequately supervise him or provide adequate resources.
- Damages claim for breach of contract and/or negligence after the suspension of a university student from an osteopathy course.
- Claim by a group of students against a university and guild of students on the grounds of racial and religious discrimination. Settlement included provisions designed to prevent similar claims arising in the future.

- Claim for disability discrimination over a student's exclusion from a City College.
- Dispute between a university and a former employee over repayment of a loan for further education.
- A personal injury dispute between a university and a student over compensation and other remedies following the decision of a viva panel to fail his thesis which triggered long term mental health problems.
- Claim by an international postgraduate student that a university had been negligent in supervising his doctorate and in following its own complaints procedure and final examination requirements.
- Claim by a student that a university had discriminated against him on the grounds of disability in terminating his studies and should readmit him to his course and pay compensation.
- Dispute between a university and a student over allegations of inadequate supervision and counter allegations of academic misconduct.
- Claim by a student suffering from dyslexia and memory loss against a university for inadequate provision and support.
- Claim by a postgraduate student against a university for inadequate supervision, personal injury by a visiting academic and inappropriate responses by a supervisor to complaints.
- Dispute between a student and a university including alleged breach of contract and equality law, and negligence in the university's investigation into bullying allegations

- Claim by a student for breach of contract against a university for refusal to endorse his application for professional accreditation due to previous academic misconduct.

Primary & Secondary Education

- Rebuilding of relations between an academy school head teacher and her line manager enabling the head teacher to return to work after sick leave due to stress
- Disagreements between a school federation's board of governors and senior leadership team regarding governance and disciplinary issues
- Breakdown in relations between a head of department and senior teaching staff in a leading secondary school
- Acting as an independent panel member at the final stage of an education group's formal complaints procedure in relation to a safeguarding issue brought by an aggrieved parent.

Partnership, Employment & Workplace Relationship Breakdowns

Jeremy has direct partnership experience in the legal profession where he worked as a lawyer and ran the marketing department of a large international legal practice for five years. In the mid-1990s he co-established a successful international business partnership, and subsequently helped the partnership navigate its transition into a limited liability company which continues to thrive today. He became one of its founding directors and the experience has given him a good understanding of the culture and sometimes complex 'politics' of managing an effective professional services organisation.

Jeremy's psychotherapeutic training and broad ranging work in trauma and stress management over the last 20 years, have proved invaluable in mediating with vulnerable individuals who suffer from mental health conditions, such as depression or anxiety, or from mental and physical disabilities. His therapeutic

expertise, flexible style and pragmatism have given him an edge in helping emotional and challenging personalities to navigate sensitive, intractable and often highly charged and tense disputes. He has the confidence to remain calm and engage with people at all levels while firmly reality testing different positions in order to build trust and broker a deal that is in everyone's best interests.

Bullying, Discrimination and Harassment

- Compensation claim against a leading financial institution for disability discrimination, failure to make reasonable adjustments and harassment
- Workplace dispute between a project coordinator and the head of services at a major city advice centre for alleged bullying.
- Compensation claim against a foreign embassy by a former employee for alleged bullying and discrimination by senior diplomatic staff.
- Claim of disability discrimination and victimisation by a contractor against international aerospace company.
- Claim by a team leader of a UK care and welfare organisation for unfair dismissal on the grounds of disability discrimination.
- Claim against a leading professional association for discrimination in relation to recruitment and short-listing for a senior management role. Settlement included a review of the association's procedures and code of conduct.
- Claim against a county council for disability discrimination due to an alleged failure to make reasonable adjustments for an employee suffering from anxiety and depression.

- Claim for discrimination, victimisation and harassment by the former senior partner of a medical practice and for payment of her share of the value of partnership assets.
- A disability discrimination claim by an employee against a leading UK sports organisation.
- A disability discrimination claim by a senior official against two NHS bodies. Agreement provided for a review of procedures in relation to disability and grievances.
- A claim for damages for alleged disability discrimination against a local authority in relation to its conduct of Care Act assessments and dealings
- A claim against a NHS Clinical Commissioning Group regarding alleged shortcomings in the Continuing Healthcare Process and breaches of data protection
- A longstanding claim by a tutor against a Sixth Form College for discrimination on the grounds of the college's failure to make reasonable adjustments for the employee's mental health disability.

Unfair Dismissal

- Claim by a director of an international financial institution against his employer for unfair dismissal on the grounds of disability discrimination after he had made protected disclosures as a whistleblower
- Claim against a criminal justice support services organisation for unfair dismissal on the grounds of misconduct.
- A High Court claim for enhanced redundancy by a senior manager against his former employer, an international pharmaceutical company, on the basis of not being offered a suitable alternative role.

- Claim by a foreign employee against his employer's executive committee for unfair redundancy, failure to pay the minimum wage and maliciously prompting the UK Border Agency to curtail his visa.
- Claim of unfair dismissal against a prison contractor
- Claim against a family support charity for unfair dismissal on the grounds of a lack of genuine redundancy and an abuse of process.
- Claim for unfair dismissal on the grounds of disability discrimination

Relationship Breakdowns

- Highly charged dispute following the breakdown of relationships between two directors and a senior manager of an innovative international company, including sexual harassment and data protection issues.
- Dispute between a consultant surgeon and an NHS Trust over issues of conduct and capability leading to an irretrievable breakdown in working relationships
- Claim for personal injury and defamation by a senior medical specialist against a NHS Trust due to the Trust's handling of allegations of incompetence against the specialist.
- Dispute between a senior manager and a major financial institution over the manager's suspension on disciplinary grounds.
- Breakdown of trust between the leader and the senior international director of a strategic planning business serving central and local government
- Breakdown in a relationship between colleagues in a major regulatory organisation due to differences in personality, culture and approach, exacerbated by workplace stress

- Claim of disability discrimination by a senior manager against an international IT company and its insurer.
- Claim by a senior employee of a professional service firm for payment of unpaid bonuses with a counter claim by the firm's partners for professional negligence and consequential losses.
- Multi-party dispute between key individuals in a UK charity, threatening its reputation and performance
- Dispute between three supervisors in a national charity. Resolution avoided the need for a formal grievance procedure and included agreement on essential internal team-building steps for the future.
- Dispute between two senior employees of a professional association, whose relationship had broken down disrupting performance and teamwork.
- Workplace dispute in a UK charity over the handling of children with behavioural problems.
- Acrimony between a senior manager and an employee following a grievance process.
- Emotional family dispute over the financial accounts and share of sale proceeds of a business enterprise.
- Settlement of disruptive relationship issues between two managers in a local mediation service.
- Claim by a manager that mental health problems caused by bullying and disability discrimination by her employer prevented her from returning to work

- Damages claim by an IT services provider for loss due to an alleged breach of confidentiality and data protection by their former sales manager
- Dispute between an international IT company and a vice president of sales over a non-compete covenant not to join a rival business

Central & Local Government/Civil Service

In nearly ten years of working for central government on foreign affairs, including a secondment to the home civil service, Jeremy learned his way around Whitehall and Westminster. He represented HMG overseas and when based in the UK, worked with a number of key government, law enforcement and military agencies and played an active role in interdepartmental negotiations and policy formulation in Whitehall. He is closely attuned to the sensitivity of much government work. Jeremy enjoys mediating at both central and local government level and more recently his handling of a variety of special educational needs cases has brought him into regular contact with local authorities.

In the international business consultancy, which he co-founded, Jeremy was responsible for project management in strategically important industry sectors ranging from mining, petrochemicals and engineering to advanced IT and finance. Understanding the attitude and approach of central and local government was a dominating theme of nearly all the investigative assignments he managed over 18 years to inform the leadership of his clients, most of which were major international enterprises. He specialised in particular on developments in China and the Asia Pacific region.

- Compensation claim (worth nearly £300,000) by a senior civil servant against a major government department for damage to his health due to bullying and harassment by a superior which led to the claimant being unable to continue in his job. Settlement included agreement on a departmental review of processes.

- A sensitive claim for compensation under the Data Protection Act, involving senior civil servants in a leading government department.
- Dispute between on one side a UK government agency and several local authorities and on the other a community care organisation over alleged double counting of EU funds.
- Highly charged claim by a director of a borough council against his chief executive for bullying and harassment causing him mental health problems.
- Appeal by a county council against a judgment that it was liable for the negligence of an educational psychologist in omitting to make a special educational needs recommendation.
- Dispute over the funding of legal services for a major London borough council.
- Contractual dispute between a NHS Trust and a Facilities Management company.

Dispute between a medical specialist and a NHS trust over terms and conditions of service, in particular on-call payments.

Police

Jeremy has worked with different sections of the police in various capacities over many years, as a lawyer representing clients facing prosecution, in government work and as a psychotherapist specialising in trauma and stress. He understands their culture and the constraints and pressures they are under. His broader professional, government and commercial experience combined with his expertise in discrimination cases, his discretion and his ability to handle disputes where emotions run high, enhance his effectiveness as a mediator in relation to law enforcement issues.

- A case of wrongful arrest, unlawful detention and malicious prosecution against a metropolitan police force on the grounds of racial discrimination.
- Claim against British Transport Police for constructive dismissal on the grounds of sexual discrimination.
- Claim of discrimination, harassment and victimisation on the grounds of sexual orientation by a senior police officer.
- Claim for damages for assault, unlawful arrest and detention, and malicious prosecution against the chief constable of a UK police force.
- Dispute between a UK police force and an independent supplier over the provision of custodial services.

Personal Style

Jeremy has a flexible, open and light touch approach to mediation, underpinned by his experience of handling high pressure situations and his determination to enable those involved to achieve a positive outcome. He has an exceptional ability to establish constructive rapport with different parties by building trust using his acute understanding of the role of pace in conflict resolution. A combination of listening and quiet but firm intervention enables him to achieve results.

Feedback

"The mediator explained the process very well and was very keen to grasp our understanding of it. He was very sympathetic to both parties and facilitated discussion very well which allowed and encouraged open dialogue."

"He was very good. I thought he engaged well with the parties. He was good at getting people together and encouraged the process to move forward quickly."

"Nice guy, very good bedside manner...but he was also very keen to broker a deal and made sure this happened. We would definitely recommend him."

"The rapport Jeremy Connell created was excellent, all round excellent. He was the best choice and didn't disappoint in any way shape or form! He transcended several levels – from the client, to the bank, to the in-house lawyers."

"We thought Jeremy was very good, he coaxed the parties into coming to an understanding."

"There were times...when it got particularly tense, and during those times he introduced an element of calm into the proceedings."

"I felt the mediator was productive, amenable and had a very good grasp of all the issues."

"He was extremely professional, made everyone feel at ease and, in particular, made me feel comfortable. I was really apprehensive before the mediation...but everything was explained well to me."

"Jeremy was marvellous and did an excellent job. I felt very well listened to."

"Jeremy was superb. The mediation lasted 12 hours and was very gruelling. Jeremy held the whole thing together."

"Jeremy was very good - he was particularly good at listening to the grievances of the other side but was also quite firm with them...he was very effective at reality testing. He was good with my client and developed a relationship of trust so they were able to share information with him, feeling this would remain confidential to the other side."

"Mr Connell is a first-rate mediator. He is a very good communicator. I have no hesitation in using him again."

"Did well to deal with a sticky situation where the other side was quite entrenched in its position already."



“Jeremy was very patient and understanding. He made an effort to understand the company's frustrations and had clearly grasped the objectives of the day and the potential obstacles to reaching a settlement.”

“The mediator was interested and involved in the parties' dispute and listened to each sides concerns patiently. There was also a good exchange of information via the mediator between the parties which helped the parties to iron out the issues in dispute.”

“Jeremy was very calm and helped to kept the discussions flowing where previously we would have got to a stale mate situation”

“Huge thanks for all of your hard work in mediating the case today, which was critical to us getting the settlement we did.”

“Jeremy Connell is a first-rate mediator, who did an excellent job in navigating an extremely sensitive and difficult case to a good conclusion which worked for both parties. He was impressively sensitive to all side's issues and personalities and an excellent guide at steering both parties to a conclusion. I will definitely use him again.”

“Mediation [to repair the breakdown of a senior management relationship] made a huge difference. It has lifted the tension between us and we are working very well together.”

Professional Skills

2013 to date: Managing a private psychotherapy and life coaching practice serving business and professional clients in demanding jobs who face life or career crises and transitions and relationship issues. His current therapeutic focus is on the treatment of individuals suffering from trauma and PTSD. Mediating special educational needs cases in addition to commercial and employment disputes.

1995-2013: A founding partner/director of Hakluyt & Co, market leader in the provision of strategic business intelligence and advice worldwide to senior management of multinational companies. He specialised in managing bespoke projects in multiple industry sectors in China and elsewhere in the Asia Pacific region.

1990-1995: Head of Marketing and Public Relations for Hogan Lovells, the international law firm, reporting to the managing partner. Built and managed a versatile professional team to advise and support the partnership, commissioned and implemented influential market research and trained/coached partners and staff throughout the firm in all aspects of business development.

1982-1990: Member of HM Diplomatic Service (First Secretary, Grade 5 level), specialising in various aspects of European, Former Soviet Union and Middle Eastern affairs. As Secretary of the Diplomatic Association in Portugal in 1986, during a posting to Lisbon, Jeremy managed a major fundraising project for a local charity, supported by the Portuguese president and prime minister. UK experience included extensive interdepartmental liaison on security matters between FCO, the Cabinet Office and major Whitehall departments.

1977-1981: Trained and practised as a lawyer at Drummond & Co WS and Balfour & Manson SSC in Edinburgh.

Other Professional Qualifications / Experience

As part of his continuing professional development, Jeremy has completed further CEDR structured training in the following areas:

- Mediation funding and costs issues;
- Law and Practice for non-lawyer mediators;
- Court Scheme Mediation: working with court mandates and time limits.

Jeremy is a UKRC Registered Independent Counsellor (BACP Accredited) and NLP Practitioner, with specialist training and experience in Trauma, Stress Management,



Person Centred Counselling, Cognitive Behavioural Psychotherapy, schema therapy and coaching. He has worked in private practice and part time at a London medical surgery since 1998, helping patients from a variety of backgrounds to cope with personal and relationship problems and trauma. He is a member of the UK Psychological Trauma Society and has a general certificate in psycho-traumatology from the European Society for Traumatic Stress Studies.

Jeremy is a fluent Portuguese speaker (Diplomatic Service and British Council Language Training - higher standard).

