



# Mediator Full Profile



## Maria Francesca Francese

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Italy

### Qualified by:

Association for International Arbitration (AIA)

### Mediation locations

Italy

### Mediation languages

English, French, Italian

### Current position and background

M.Francesca Francese is currently working at MF Studio after working as managing partner at an international law firm based in Milan and Moscow.

She provides legal assistance to national and multinational clients in relation to commercial and company law. She is highly experienced in domestic and cross border litigation and has a forward-looking approach to alternative dispute resolution methods. Her professional practice is focused on commercial and corporate matters with emphasis on product liability, construction, media and entertainment, oil and gas, IT communications.

She provides professional assistance to both companies and communities in designing and governing participatory processes and cooperative networking.

### Main mediation practice areas

General Commercial

Contract

Multi-parties.

### Mediation experience

M.Francesca Francese started her career as a community mediator and therefore has achieved extensive experience in highly complex and conflictual situations where the design and the governance of a participatory process is needed.



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She is an expert in cooperative networking, being at ease with multi-party mediations, where several stakeholders are involved. She became an Italian accredited mediator in 2008.

She has published articles in Italian, English and Russian on mediation.

## Description of mediation style

Mostly facilitative. Evaluative upon request.

## Code of professional conduct

IMI Code of Professional Conduct

## Complaint process

IMI Professional Conduct Assessment Process

## Professional indemnity insurance

None

## Feedback digest

Reviewer: (QAP) Association for International Arbitration ( [administration@arbitration-adr.org](mailto:administration@arbitration-adr.org) )

Latest Update: 2013-11-06 02:27:11

This Feedback Digest is based on 10 feedback in 10 mediations, initially submitted in January 2010.

In the feedbacks provided, Ms. Francese has been recommended by all the parties in the mediations she has undertaken as a mediator. A very high percentage said they would be likely to use her services again in the future. In particular, key skills which were pinpointed were her active listening to all those involved, patience and attentiveness. In addition, she was described as neutral, cooperative and empathetic. Ms. Francese's ability to make people talk to her and getting to the heart of the problem were praised as well as her solution oriented approach. In the feedback it was specifically mentioned that as a result of her perseverance, parties were able to discover feelings and opinions which they were not consciously aware of until they scrutinized the perspectives of the dispute in the mediation sessions.

One party highlighted the fact that taking part in the mediation proved to be an important learning experience because Ms. Francese's guidance gave them the opportunity to learn about how to communicate in situations of conflict.

Comments from the parties also touched on their confidence in Ms. Francese's ability to lead them through the mediation process and solve their complications, whilst making sure to encompass everyone in the discussions and treat parties fairly and equally at all times.

Overall, her skill and ability was rated highly, with 7 out of 10 giving her a 5/5 and 3 out of 10 giving her a 4/5. Costs were reported as reasonable and satisfactory when applicable. A high proportion of Ms. Francese's mediations resulted in a resolution. No reportable negative



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comments have arisen in the feedbacks.

## Professional affiliations

Member of CIArb (Mediation)

Milan Bar Mediation Institution

Chamber of Commerce of Trieste

Médiateur agréé per la Commission Fédérale de Médiation du Belgique.

## Fee rate

Available upon request.

## Mediation education and training

Corso base e di specializzazione in conciliazione societaria, Milan, June 2008, Associazione Equilibrio & R.C.

Corso Integrativo (della durata di 14 ore), Milan, January 2011, Fondazione Forense Milano  
EMTPJ, European Mediation Training for Practitioners of Justice, September 2011, AIA, Brussels

## Mediation publications

FRANCESE M.F., et al., Le pratiche commerciali scorrette e l'importanza del primo contatto con i consumatori: il caso delle aste on line, I Contratti - IPSOA, n. 4, 2016

FRANCESE M.F., et al., Misleading advertising between consumer rights and business needs: the case of on-line auctions, IAIR Global Excellence & Sustainability, Oct. 2015

FRANCESE M.F., et al., L'Advocacy in ADR. Il ruolo dell'avvocato nella mediazione e nell'arbitrato I Contratti - IPSOA n° 8-9 2014, pages 839-844

FRANCESE M.F., La disciplina del condominio: nozioni di base di utilità per il mediatore, in "La mediazione nelle controversie condominiali" A.A.V.V. - Gruppo24Ore - Il Sole 24 Ore S.p.A., pages 3-28, 2014

FRANCESE M.F., Reti di impresa: il contratto a servizio del progetto, Il Project Manager - FRANCO ANGELI n. 17-2014, pages 12-15

FRANCESE M.F., КОММЕРЧЕСКАЯ МЕДИАЦИЯ В ИТАЛИИ ПОСЛЕ ВМЕШАТЕЛЬСТВА КОНСТИТУЦИОННОГО СУДА: КОНЕЦ ОБЯЗАТЕЛЬНОСТИ И НОВЫЕ ПЕРСПЕКТИВЫ (La mediazione commerciale in Italia dopo la sentenza della Corte Costituzionale: fine della mediazione obbligatoria e nuove prospettive) ТРЕТЕЙСКИЙ СУД - No 5(89) 2013, pages 184-196

FRANCESE M.F., et al., Dalla co-mediazione alla collaborazione: il ruolo dei co-mediatori nella mediazione civile e commerciale - I Contratti - IPSOA No 4- 2013, pages 424-428, ISSN 11235047

FRANCESE M.F., КОММЕРЧЕСКАЯ МЕДИАЦИЯ В ИТАЛИИ ПОСЛЕ ВМЕШАТЕЛЬСТВА КОНСТИТУЦИОННОГО СУДА: КОНЕЦ ОБЯЗАТЕЛЬНОСТИ И НОВЫЕ ПЕРСПЕКТИВЫ, ТРЕТЕЙСКИЙ СУД - No 5(89) 2013, pages 184-196, ISSN 2073-459X

FRANCESE M.F., The Little Magic notebook - [http://www.somediars.ru/ru/images/materials/Volshebniy\\_bloknotik.pdf](http://www.somediars.ru/ru/images/materials/Volshebniy_bloknotik.pdf)

FRANCESE M.F., A brief conversation on family mediation - [http://www.somediars.ru/ru/images/materials/Family\\_Law\\_presentation.pdf](http://www.somediars.ru/ru/images/materials/Family_Law_presentation.pdf)

**Note: This Mediator Profile is intended to offer guidance to users of mediation services about**



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the competency, skills, styles and potential suitability of the IMI Certified Mediator featured above. The Reviewer, the Mediator and IMI are attempting to present fair, balanced and objective information but none are to be held responsible for reliance on the information given. Users of mediation services are encouraged to pursue further research before selecting the IMI Certified Mediator, including contacting references and conducting an interview with the Mediator before making a selection.