



Mediator Full Profile

Mrs Shabname MERALLI BALLOU

MONNOT



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40 rue Boissière

PARIS, 75116

France

Qualified by:

Institut Français de Certification des Médiateurs (IFCM)

Mediation locations

France, Madagascar, India

Mediation languages

French, Hindi

Current position and background

- Independent and self-employed lawyer
- Trainer and doctoral supervisor
- Independent mediator

As a lawyer, mediator and trainer, Shabname MERALLI-BALLOU MONNOT has developed her own field of competence in mediation with labour law and family law. She currently works as a legal mediator at the Paris and Versailles Court of appeal.

Being in charge of the Paris bar Discrimination Commission, she also trains students in discrimination, diversity, conflict management and mediation at the Paris Dauphine University's intercultural management department and at the Paris Catholic Institute, within the higher educational teaching Institute, the Ifomène (a French training institute for mediation and negotiation) and the EPE - IDF (the Paris training and parenting institute). She finally trains students in family law at the clinical study centre for family communication (CECCOF).

As she publishes her own works, she has participated in group writing and has written articles in the French legal review, Culture et Droit (Culture and Law) and the online legal library, La Grande Bibliothèque du Droit (<http://www.lagbd.org>).

Shabname Meralli-Ballou Monnot is a legal trainer and mediator.

As a neutral and independent mediator, she is specialised in the prevention and resolution of



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union discrimination conflicts, discrimination in the professional career development, dealing with religious tensions in organisations, dealing with handicap and reasonable adjustment. She is empowered to cope with strained situations of harassment and psychosocial risks in businesses and care homes. Having knowledge of the grid analysis and union discrimination reading, she has been appointed as consultant by the Probiviral Council.

She operates in intercultural tensions in order to favour co-parenting in family conflicts related to multicultural couples' separations. Mrs. Monnot is a family mediator accredited by the Ministry of Justice in international family separations, especially in India and Madagascar. She also trains on all these issues. She takes part at the Paris Dauphine University and the Paris Catholic Institute. At the higher educational teaching Institute, Mrs. Monnot teaches intercultural mediation within the educational framework.

She teaches law for the Family Mediation State diploma at the clinical study centre for family communication (CECCOF).

Shabname Meralli-Ballou Monnot is certified and accredited to the Paris Court of appeal, in the civil and family section, to the Versailles Court of appeal and to French mediation centres such as the Paris Mediation and Arbitration Centre (CMAP) and Yvelines Mediation Centre. She is also certified in consumer goods mediation at the AME (<http://www.mediationconso-ame.com/annuaires/20-liste-des-mediateurs-dedies-a-bar-france.html>).

Shabname Meralli-Ballou Monnot is part of several professional networks.

Main mediation practice areas

- Civil law: Contract law
- Common law: Family law
- Employment in labour law, discrimination, harassment, separation
- Intercultural Management and tensions.
- Consumer goods mediation

Mediation experience

Conducted 50 mediations in Family Law and 50 mediations in Social Law, Discrimination and Harassment, since 2008.

Legal & conventional mediation missions.

Member of international family mediators of the French Ministry of Justice.

- * The French Equal Opportunities and Anti-Discrimination Commission, Halde
- * Paris Court of Appeal Section 6 Civil Division, Section 4 Examining Chamber, Section 3 Chamber 4 Family Division & Versailles Court of Appeal Civil Division
- * Family Court judge at the Paris High Court of Justice
- * Legal Advice Centres (Maison de justice et du droit) and legal aid centres in the Yvelines (Paris area)
- * Yvelines Mediation Centre, A.M E, A.N.M, A.F.P.M.



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Description of mediation style

I am a facilitative mediator. I create a confidence and security framework to favour a sincere and confidential dialogue. I restore communication between the opponent parties so they can have a mutual understanding of different viewpoints after expressing their emotions. I support people in searching solutions by themselves abiding by their rights. If there is a protocol, it will be developed and finalised with the assistance of a counsel for the parties. This methodology of mediation that builds on the fundamental rights and awareness of the multiple and complex real factors (time, duration, hazards and systemic risks) promotes a mutually satisfactory solution of mediation. This methodology favours restored relations and enables a creativity potential.

Code of professional conduct

AME European Association of Mediators

ANM National Association of Mediators

APMF French Association for the promotion of Family Mediation)

CYM Centre Yvelines Médiation (Yvelines Mediation Centre)

CIMJ International Centre of legal mediation

Complaint process

I adhere to the Code de Déontologie du Médiateur (Mediator's code of conduct) comprising the Code de conduite européen pour les médiateurs (Mediators' European code of conduct) and the règles éthiques (ethical rules).

I also adhere to the compliance of public regulation and legislation and all the texts referring to mediation.

Professional indemnity insurance

Ordre des Avocats de Paris (Paris bar association). Insurance with COVEA RISKS company. Maximum coverage: 4 million euros for each case.

Peer reviews

Frédéric Leclercq, Barrister at the Paris Bar, f.leclercq@luisis-avocats.com;

Danièle Baruchel-Beurdeley, Barrister at the Paris Bar, dbeurdeley@ftms-a.com;

Cécile Bouchaud, Barrister at the Paris Bar, cecilebouchaud@aol.com;

Dominique Burthe, Human Resources Manager of CA TECHNOLOGIES, dominique.burthe@ca.com

Feedback digest

Reviewer: Mrs Télémaque Elodie-Anne (elodietelemaque@yahoo.fr)

Latest Update: 2015-10-08 14:37:52

This Feedback Digest is based on 5 feedback in 5 mediations, initially submitted in May 2015.



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The reviewer drafted this report on the basis of the evaluation forms returned by mediation users and the following conclusions can be drawn regarding the quality of the mediation services provided by the mediator and her mode of practice:

Shabname is mostly involved in situations concerning employment law and discrimination.

1. Users indicated that they would choose this mediator again in 100% of cases.
2. Furthermore, they would all recommend her to potential users. Their choice is based on Shabname's ability to gain an understanding of the conflict and the views of the parties, delicately re-establish respect and dialogue between the parties and allow the parties to work together on a solution to the dispute.
3. In the opinion of all the users, Shabname has excellent skills and competencies and demonstrated the following skills and competencies in particular: ability to listen, use of time and different meeting formats available to her, knowledge of discrimination law.
4. The mediator's skills and competencies that had a decisive influence on the outcome of the mediation included her strong listening skills, her ability to analyse and sum up, and her patience and neutrality.
5. The mediator was chosen:
 - a) on the IFCM website in 0% of cases,
 - b) on the suggestion of a colleague, law firm or another professional in 0% of cases
 - c) through an organisation or an institution in 20% of cases
 - d) by one of the other parties involved in 40% of cases
 - e) by another means, notably through having met him on a training course or on another cases, in 40% of cases.
6. As for the cost of the mediator, this was considered satisfactory to very satisfactory in 60% of cases, bearing in mind that for 40% of the users, the cost was not a factor or not relevant since it was paid by another party.
7. The level of satisfaction expressed by the users in relation to the mediation practice and the outcome obtained by the parties is:

* satisfied = 20%

* very satisfied = 80%

noting that certain users consider that without mediation, the case would not have been settled.

8. When a mediation or conflict arbitration organisation was involved in the choice of the mediator, the user's general level of satisfaction in relation to this organisation is 80%.
9. In 80% of cases, the mediation allowed the participants to resolve most of their problems.

Aside from the fact that the mediation was successful, the benefit of participating in this mediation was: taking the dispute out of a judicial context and restoring calmer relations,



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offering a solution that the current litigation could not have achieved, or creating a very positive experience for the people participating in mediation for the first time.

Another notable point: no negative comments were noted.

10. In 60% of cases, this was not the first mediation for the users.

11. Finally, the following agreed to be mentioned as a reference in this mediator's profile on the IFCM website:

* Frédéric Leclercq, Barrister at the Paris Bar, f.leclercq@luisis-avocats.com;

* Danièle Baruchel-Beurdeley, Barrister at the Paris Bar, dbeurdeley@ftms-a.com;

* Cécile Bouchaud, Barrister at the Paris Bar, cecilebouchaud@aol.com;

* Mrs Dominique Burthe, Human Resources Manager of CA TECHNOLOGIES, dominique.burthe@ca.com

Professional affiliations

AME European Association of Mediators

ANM National Association of Mediators

APMF French Association for the promotion of Family Mediation)

CYM Centre Yvelines Médiation (Yvelines Mediation Centre)

CIMJ International Centre of legal mediation

AFMD French diversity managers association

CCEF Financial expert and advising committee

Dauphine Alumni Le réseau des Dauphinois - étudiants et diplômés de Paris-Dauphine (The student and alumni network of Paris Dauphine University)

Paris Management School

CCIFI. Franco-Indian Chamber of Commerce and Industry

AFDT : French association for Labour Law and Social Insurance

LinkedIn <https://fr.linkedin.com/pub/shabname-meralli-ballou-monnot/7b/940/898>

Fee rate

The fee rates are determined in advance by the parties, based on their own assessment of the value of the mediator's services, or by the institutions appointing the mediator (in case of institutional ADR proceedings).

Contact details for references/recommendations

Concours international francophone de médiation, observer and jury chairwoman.

International Chamber of Commerce (ICC), reserve judge.

The French Equal Opportunities and Anti-Discrimination Commission, Halde.

Paris Court of Appeal Section 6 Civil Division, Section 4 Examining Chamber, Section 3 Chamber 4 Family Division & Versailles Court of Appeal Civil Division



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Family Court judge at the Paris High Court of Justice

Legal Advice Centres (Maison de justice et du droit) and legal aid centres in the Yvelines (Paris area)

Yvelines Mediation Centre, A.M.E, A.N.M, A.F.P.M.

Paris Mediation and Arbitration Centre (CMAP).

Mediation education and training

2015 Accredited as mediator by the Paris Mediation and Arbitration Centre (CMAP)

2014 Specialised certificate: Paris Business School (ESCP Europe) / CMAP mediator

2013 Certificate of training at the Paris bar Mediation school.

2013 Mediation training certificate at the Paris CMAP

2010 Management and diversity certificate at the Paris Dauphine University

2007 State diploma of Family mediation in Paris

2005 College Degree in Handicap, fragility and recovering at Creteil's Faculty of Medicine.

2004 European certificate of international family mediation

2004 European Master's degree in Swiss mediation

2003 Certificate of competence in mediation techniques at the Paris National Conservatory of Arts and Crafts (CNAM)

1979 Diploma in Corporate Legal Consulting, Montpellier

1978 MBA in Business Law

1978 Swearing-in ceremony in Montpellier

1977 Certificate of Aptitude for Lawyer's Profession.

Mediation teaching and mentoring

Discrimination law, intercultural diversity, health and handicap, mediation techniques and family mediation.

In charge of the commission on discrimination law at the Paris bar.

Trainer at the Paris bar Mediation school.

ERA: Academy of European Law in Treves (Germany)

Paris Dauphine University: Degree in Management and Diversity



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Paris Dauphine University: Master's degree in intercultural management

Paris Dauphine University: Degree in conflict management and business mediation

ICP/ISP: MASTER 1&2 Pedagogy teaching

ICP/ ISTR specialised MBA: Diversity, Dialogue and Management

ICP/IFOMENE DEMF & DU2. La pertinence de la médiation dans l'inclusion de la norme de non-discrimination (The consistency of mediation in non-discrimination standards) Paris and the Landes area

Bordeaux Training School, EDA Aliénor discrimination and mediation. La gestion du signe religieux, handicap et discrimination syndicales (Dealing with religious signs, handicap and union discrimination).

ICP/IFOMENE & HALDE: Mission of coordinator and project manager. Joint trainer and lecturer for a 100-mediator network creation project at the French Equal Opportunities and Anti-Discrimination Commission, HALDE

Politics/Executive Master's degree in handicap management and policy "discrimination, handicap and mediation"

EPE: La question du droit dans l'approche des religions par leurs rites (The legal issue in religious rites).

EPE IDF: Law & fundamental law regarding "women's violence awareness" and addressing social work students.

Clinical study centre for family communication (CECCOF): Family Law subject within the Family Mediation State Diploma

Mediation subject at the University of Evry Val d'Essonne LP MAP (Assistance and service management to individuals) L3ADT (Lands Administration).

Jury member of the Family Mediation State Diploma (DEMF) in the French youth and sports directorate (DRJCSC) in Rennes and the regions of Rhône-Alpes and Haute-Normandie - State civil service.

Mediation publications

Works and articles:

La médiation, espace spatio-temporel de co-construction et d'inclusion de la norme de non-discrimination, a chapter published in « Management interculturel altérités et identités », L'Harmattan editions, December 2014, a collective work edited by Alain Max Guénette, Evalde Mutabazi, Saskia von Overbeck and Philippe Pierre.

Discrimination syndicale et médiation : le champ des possibles, the French legal review, Culture Droit N°37, December 2014.

Discrimination syndicale et médiation : le champ des possibles est géré par le principe de réalité, the French online legal library (La Grande Bibliothèque du Droit) (www.lagbd.org), October 2014.

Signes religieux au travail : quelques clés, Culture Droit N°36, June 2014

Signes religieux et organisations privées, La Grande Bibliothèque du Droit (www.lagbd.org), May 2014.



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La cohérence de la médiation dans la démarche de gestion des conflits des entreprises interculturelles, chapter 9 of *De l'université à l'entreprise : les métiers de l'interculturel* 2nd volume, edited by Sylvaine Hughes, Danielle Leeman and Bruno Lefebvre, Lambert Lucas editions, 2013.

La médiation : le B-A-BA du vivre ensemble, *Culture Droit* N°35, November 2013

La médiation : espace spatio-temporel de co-construction et d'inclusion de la norme de non-discrimination, *the French social and economic review, Revue Économique et Sociale, entreprise et culture (business and culture)*, volume 70, September 2012

La contribution d'un regard sur la pertinence de la médiation dans la réflexion raisonnable du management juridique, *Le journal du management juridique et réglementaire* N° 23 February 2011.

La mission de médiation de la Halde dans le contexte du handicap: edited by Béatrice BRENNEUR *Stress & souffrance au travail (Working stress and anxiety)*, L'Harmattan, 2010.

Le droit communautaire de la lutte contre les discriminations et son intégration progressive en France, *L'Observateur de Bruxelles (The Brussels Observer)*, DBF N° 78 October 2009.

Academic works: Theses:

La synergie complémentaire des avocats et des médiateurs au vue d'une justice mieux acceptée, *University Institute Kurt Bösch, Switzerland* 2003.

La médiation familiale face aux situations de handicap (Family mediation in the context of handicap) *CNAM*, 2004.

Analysing the French law n° 2005-102 of 11th February 2005 on equal rights and opportunities and the disabled's concern and citizenship. *PARIS XII University -Val de Marne, Faculty of Medicine*, 2005.

Perspectives et limites de la médiation familiale (Limits and perspectives of family mediation) *IFOMENE - ICP*, 2007.

Diversité : un facteur clé des succès pour la performance managériale *Paris Dauphine University*, 2010.

A better mutual understanding of representation and reluctance as regards mediation and ADR advance through the *Global Pound Conference Series*. Feature on *Linkedin*. March 2016.

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



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selecting the IMI Certified Mediator, including contacting references and conducting an interview with the Mediator before making a selection.