

References for Zoe Giannopoulou

1)

Mrs Gianopoulou's insightful and analytical thinking and extensive knowledge of her field is an invaluable asset. She is a trustworthy professional and a great person suitable for any legal issue both as lawyer and mediator.

I had and still have the pleasure to cooperate with Mrs Gianopoulou more than once in mediations.

Mrs Gianopoulou is also very passionate about her work and she always has an answer on hard Law issues.

Furthermore, Mrs Giannopoulou has specialized skills on Mediation. She charms the conflict with her speech and she has a unique way to identify and balance emotions. She has practiced at a high level the technique of empathy and that technique helps her to recognize every scale of emotions. She spends a lot of time to prepare a mediation and she analyze every possible task and probable conflict.

I would highly recommend Mrs Giannopoulou as a law asset, for her advanced skills, her ADR think of view and excellent response at any given task.

Sincerely,
Nikolaos Siamakis

2)

I know Zoe since 2017, when we first met in order to discuss how can mediation be applied into the Banking environment.

Since then, we have collaborated many times, in various mediations, where I have always been the representative of the one party (banking institution) and Zoe has been the mediator.

I would like to say that Zoe has a very good control of the mediation process. She is impartial and neutral and assists the parties to resolve their problems through adequate communication channels. Especially in difficult moments, when emotions or personal ambitions are over-expressed, she acts like a catalyst, trying to calm the situation and focus on the important issues needed to reach a resolution. She is always fair and unbiased and assists the parties toward their own resolution. She helps the parties understand and focus on the important issues and facilitates their communications with a view to helping them reach a voluntary resolution to their dispute. She never imposes solutions or decisions but she tries to raise issues and help parties explore options.

She is always alert while mediating. She is concentrated on the information being provided by the parties and evaluates it for both value and veracity. She is patient and tact, enhancing the success of the process. She adapts to many and varied situations and keeps her objectivity and self control.

Finally, she always maintains the confidentiality of all the mediations she has conducted, avoiding useless discussions about the cases.

It is a pleasure to collaborate with Zoe and as far as I have the possibility, I always recommend her as a mediator.

Best regards,

Sophie Dede

Insolvency Laws Support

Customer Service, Complaints Management & ADR

doValue

doValue Greece Loans and Credits Claim Management S.A.

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3)

I have enormous pleasure in writing a few words for Zoe!

I have worked with her since 2013 and I have trained, co mediated and recommended for mediations internationally. I find her to be extremely calm, patient and diligent mediator. Her commitment to mediation and peace making are underpinned with a strong ethic of humanity and professionalism. As you you can tell, I could go on and say many positive things. I am sure she will be an excellent addition to IAM.

Please let me know if you need any further information.

Best Wishes

Rahim

Rahim Shamji

Founder and CEO

Barrister, Mediator & Negotiator

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