

VIAC – Questionnaire for Mediators

1. **Name:** Lilia Klochenko
2. **Citizenship:** Russian Federation
3. **Contact information:**
 - Address: in Russia: 123 317 Moscow, Shmitovsky Proezd, 20 App.61, +7 903 7756020
 - Telephone: in Austria: 1170 Vienna, Guepferlingstrasse 39 T.2, +43 664 5566 133
 - Fax: +7 495 151 8884
 - E-Mail: lklochenko@gmail.com, lklochenko@akpbestadvice.com
 - Website: www.akpbestadvice.com
 - LinkedIn:
4. **Education and professional experience (original profession; where did you study?):**
 - 1987-1992: MGIMO (Moscow), International Law faculty (degree with honour), specialization: International private and civil law, lawyer for international law. Recognised in Austria by NARIC
 - 2005-2007: PhD jur. degree: MGIMO (Moscow), International Law faculty, topic: Legal background and models of environmental impact liability insurance – comparative legal analysis. Recognised in Austria by NARIC
 - 2011-2013: ICC Advanced Arbitration Academy, certified for international arbitration
 - From July 2014: Fellow at the Chartered Institute of Arbitrators (London)
 - November 2016: International Mediation Advocacy Course and Certification (oral part) at Regent University (London)

CV added
5. **Core area of current professional activity:**
 - International private law, International arbitration and mediation, Civil law, Corporate law, Insurance and Reinsurance law and practice, Financial law, Construction law, Environmental law, Antimonopoly law and regulation, Employment law
 - Advices for financial institutions (insurance, reinsurance companies, mutual companies, insurance and reinsurance brokers, non-state pension funds, investment and management companies, banks); transport and logistic companies; industrial enterprises; IT-companies; investors, their affiliates and branches of the international companies and groups in Russia and CIS
6. **Accreditation in the field of ADR (including relevant trainings and connected qualifications):**
 - November 2016: International Mediation Advocacy Course and Certification (oral part) at Regent University (London), successfully passed. Practical part (case portfolio) to be submitted till November 2018
7. **Practical experience in mediation:**
 - How many (international) mediations have you participated in
 - as single/co-mediator/in a team?
As a single mediator – 9
 - administered by an institution; under which Rules?
None
 - in which areas/fields?
Corporate disputes, Employments disputes/cases, marriage disputes/cases, complex of corporate and employment cases
 - how complex (*please provide examples, participation of lawyers/experts*)?

Cases with single issue (employment cases, insurance cases) as well as the cases with multi-issues (corporate and employment cases, insurance cases, multi-party reinsurance cases, marriage cases with property and non-property needs and interests (for multi-national, multi-cultural families))

- How often have you acted in a different function (e.g. consultant, expert)?

Very often

- What other ADR-experience do you have?

As a part time arbitrator for institutional and ad-hoc arbitrations

8. Languages (including levels)

Mother tongue: Russian, Ukrainian

Working languages (i.e. languages in which you have both a spoken and written command so that you may conduct mediation proceedings in this language): German (level C2), English (level C2), French (level B2), Polish (level B2)

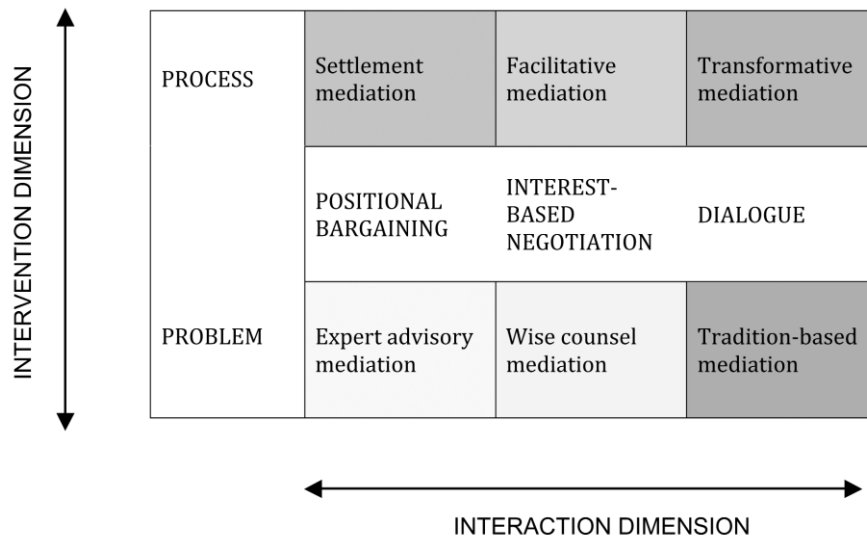
Basic knowledge:

Education in MGIMO (Moscow), International Law faculty

International Mediation Advocacy Course and Certification (oral part) at Regent University (London)

9. Style of mediation

Where do you see yourself? Please tick box as appropriate or indicate your preferred style.



© Alexander, Nadja (2011) "The Mediation Meta-Model - the realities of mediation practice," *ADR Bulletin*: Vol. 12: No. 6, Article 5. Available at: <http://epublications.bond.edu.au/adr/vol12/iss6/5>; see also here for a detailed description of the 6 mediation styles.

Depending on the case and/or situation the most preferred styles that I apply are expert advisory mediation or facilitative mediation or settlement mediation, or combination of them.

10. Please describe aspects of your personality which could be interesting to clients you are going to mediate; what would former clients emphasize in your work?

Aspects of my personality which could be interesting to clients are professionalism; ability to listen; analyzing, systematization and structuring skills; creativity; keen feeling of justice and fairness; productive communication skills

The former clients emphasized in my work goal-oriented practice and tactics; professionalism; ability to examine and to explain the matter; ability to combine rational findings and intuition; intelligent manner in communication and negotiation process

11. Publications and other activities in ADR related matters (e.g. training sessions, seminars, conferences, articles and others):

«Legal Regulation of the Insurance Activity» Journal – 2007

«Global Legal Insights – Litigation & Dispute Resolution» - 2015

«International Comparative Legal Guide: Insurance and Reinsurance» - 2017

Insurance Arbitration conference in Moscow, March 2016, organised by Russian Arbitration Association, speaker and moderator

12. Memberships in mediation institutions / functions in mediation institutions/organizations:

November 2016: International Mediation Advocacy Course and Certification (oral part) at Regent University (London), successfully passed. Practical part (case portfolio) for the further accreditation to be submitted till November 2018

13. Special expertise or specializations (please list a maximum of three) in your ADR-practice:

Insurance & reinsurance law and practice; Corporate law and related issues; Employment law

14. Soft Skills (e.g. intercultural competences):

Good communicative and negotiating skills, creativity, critical thinking, good self-organization and self-control skills, high level of time-management, ability to work in a big or small team

High degree of sense of responsibility

Following courtesy and good manners principles

Respect for culture of other people (my own family built more than 20 years ago is multi-cultural and multi-religious)

Broad spectrum of basic and accompanying knowledge (for ex., five-year education for psychology by modules based on the program of Prof. Dr. Tsvetkov)

15. How do you ensure your professional quality (e.g. coaching, practice supervision, etc.)?

By self-education (I read a lot, in particular professional literature), by participating in seminars, webinars and other improving events & activities

By coaching by business and psychological coacher in Russia

By practice supervision by the wise tutors in Russia and Europe

16. Date of birth:

I have completed this questionnaire to the above to the best of my knowledge and believe it is accurate. I understand that the above information will be used for VIAC's internal use and may be given to interested persons or may be published on VIAC's website.

Date and signature 08. May 2017

