





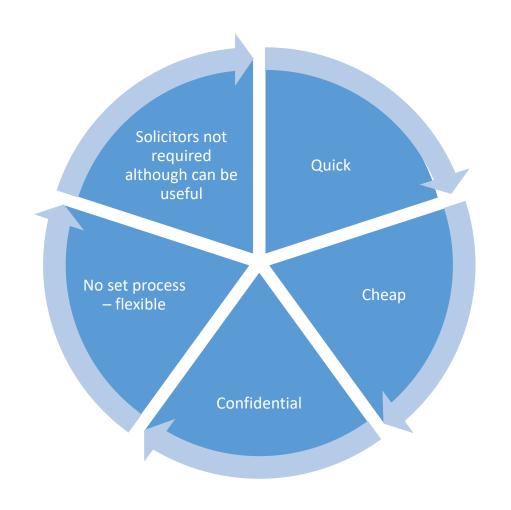
What makes mediation different from other dispute resolution processes?

- There is no judge or decision maker involved in the mediation process
- There is **no decision** at the end of a mediation process although commonly, there is resolution
- The mediator operates as a negotiator whose aim is to work with the parties to bridge the gap between them
- Can be useful to think of the mediator as a buffer between the parties, and of mediation as assisted negotiation

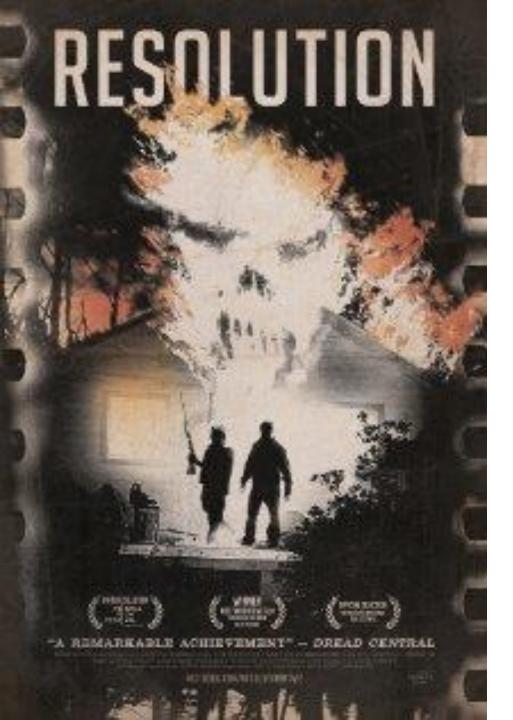


How does mediation work?











Does it work?

- What do we mean by "work"?
- No binary outcome cf other DR processes
- Will not involve "vindication"
- A successful resolution is usually one that neither party is delighted about, but both sides can live with
- Will usually involve movement and compromise on both sides
- Resolution rate generally > 80%

Any questions?

