



Benefits of Mediation

- **Speed** – mediation can be arranged to take place in a matter of weeks or, if required, even a few days. In many situations, one day is sufficient for mediation (although the parties may wish to have the option of a second day especially if the dispute is complicated or several parties are involved). Sometimes, the nature of the matter requires a series of meetings to produce the right solution.
- **Cost-effective** – over 80% of disputes which go to mediation produce a satisfactory outcome. The process reduces risk and uncertainty and saves management and other time.
- **Control over the outcome** – the parties retain complete control over the outcome of the matter rather than seeing it handed over to a third party such as a judge, sheriff, tribunal or arbiter.
- **Confidential** – confidentiality is central to the process and nothing disclosed in private to the mediator will be disclosed to any other party without permission. This enables a confidential airing of all aspects of a dispute with the mediator. The process does not affect any other rights which parties may have to pursue the matter elsewhere if mediation does not succeed.
- **Flexible** – there are no fixed rules or procedure, as the parties work with the mediator to find the appropriate way to reach a resolution.
- **Communication** – parties are assisted to find ways to rebuild lines of communication and are encouraged to speak openly and frankly about how the dispute has affected them to the mediator and to the other parties, wherever appropriate. This helps to build understanding of the real issues.
- **Creative solutions** – the outcome is not restricted to legal solutions. Resolution can, and often does, involve future contracts, explanations, statements of regret, reassurances, agreed statements to the media or other non-monetary outcomes.
- **Closure** – mediation brings the dispute to an end or at least allows all concerned to narrow the issues in dispute and understand better what the differences between them are about.