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Thinking differently

In Core's final column in this series, we highlight some of the key ideas which represent the Core vision.

- **Using the power of mediation:** "You saved me a fortune and endless agony" – as one senior businessman described the benefits of employing an experienced independent mediator to help resolve a commercial dispute.
- **Collaborating in the board room:** finding new ways to build relationships and communication so that difficult issues are addressed creatively and speedily and protracted antagonism is minimised.
- **Becoming dispute-wise:** avoiding the time and expense of ongoing conflict, whether in the workplace or with external contractors and suppliers, and introducing protocols to maximise useful co-operation.
- **Negotiating effectively:** being creative, generating real options, moving from bottom-line positioning to interest-based, flexible thinking – making a real difference to both sides of a deal.
- **Changing the mind-set:** transcending the culture of right/wrong, win/lose and looking to be innovative and imaginative – finding "pragmatic resolutions not contractually based, legally stated ones" as one CEO put it.
- **Adding value:** finding the extra edge to manage risk and costs effectively, while making better deals in the process.
- **Generating great outcomes:** building a culture where policy and decisionmaking, governance and resource allocation reflect the real needs and interests of people and organisations.

To help you achieve these results, we offer Core's independent facilitators and mediators, together with our excellent trainers and coaches.

We lead the field in Scotland.

We make a difference.

For information and guidance about our services, contact us at the addresses above.

