

## About Us

ADR Mediation & Training CIC works to improve lives through encouraging communication and developing a better understanding between those in dispute. Our aim is to resolve conflicts and empower people to deal with future issues. Our partners trust our work, knowledge and expertise.

Our professional approach and experience has given us a variety of mediation techniques which enables us to empower individuals to achieve a positive and sustainable outcome. The purpose of our work is to enable those in dispute to have a voice. We do not have a 'one model fits all' approach and work individually with our partners and clients.

“ The team at ADR have been responsive, knowledgeable and very professional whilst dealing with our cases. Kim and her team work extremely well with our tenants and this is shown in the successes we have had, with 86% of all cases successfully resolved. ”

You can find out more by visiting our website or using the contact details below:

[www.adrmediation.org.uk](http://www.adrmediation.org.uk)

### ADR Mediation & Training CIC

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## Striving to improve lives

A guide to our services and how we support our clients to resolve disputes.

WE ACCEPT REFERRALS FROM AGENCIES AND INDIVIDUALS.



# What Is Mediation?

Mediation is an effective way of resolving disputes by involving an independent and impartial, third party - the mediators. It provides a safe, structured and positive environment for people in dispute to come to a mutually acceptable agreement and better understanding of each other. The disputants, not the mediators, will decide the terms of the agreement.

## Mediation seeks to:

- » Change behaviour
- » Resolve conflict
- » Make realistic, workable agreements
- » Treat people fairly

## It provides the opportunity for people to:

- » Communicate (both speaking and listening)
- » Exchange feelings, ideas and perceptions
- » Negotiate
- » Participate fully in the process of decision making

## The Mediation Process

### Initial meeting

An initial meeting will take place at a venue of the client's choosing, in some cases their own home. **The meeting will provide:**

- » An introduction by the mediators to explain their role and the mediation process.
- » An opportunity for the client to explore ideas regarding the conflict and potential resolutions.
- » The mediators will not repeat anything said in this meeting with other concerned parties.

### Joint meeting

If all parties agree to attend mediation, the joint meeting will take place a neutral venue. **During this meeting:**

- » Each party will have an equal chance to talk uninterrupted about the issues and their feelings.
- » The mediators will summarise key issues and support the parties to explore these further, with the aim of reaching a mutually acceptable agreement.
- » The mediators will set out the agreed terms in writing and all parties will sign the document.
- » The role of the mediators is to facilitate communication, creating a safe environment to enable honest discussion. They will not create, offer or impose solutions but will encourage problem solving, aid constructive discussion and highlight areas of agreement.

## How mediation can work for you

Mediation is a proven method of dispute resolution which can save those involved time, money and heartache by avoiding the need for lengthy court proceedings and empowering individuals to find their own solutions.

At ADR Mediation and Training CIC we are fully committed to resolving conflict between neighbours and within communities, workplaces and families. In 86% of cases, the mediation we have provided has resulted in no further conflict between the parties concerned. We offer a robust follow up package in cases where further work is required.

**Feedback from our partners and clients demonstrates our professional service and proven track record.**

“ We now view the mediation process as an intrinsic stage in processing cases of ASB and we would whole-heartedly recommend their services. ”