

ASSISTED DISPUTE RESOLUTION

At [Resolution Partners](#) we want you to understand the [Assisted Dispute Resolution \(“ADR”\) Process](#).

Conflict and disputes can happen from time to time and in all facets of our lives.

Most of us don't receive any training about how to manage disputes - we tend to rely on our default settings - fight or flight; argue or walk away; move on or harbour ongoing resentment.

In the Western world, the most well-known forms of organised dispute resolution involve a judge or referee considering the issues and imposing a binding decision on the parties. Assisted Dispute Resolution is another way to resolve disputes. In ADR the parties get to be the decision makers and can agree to enter into a legally binding settlement agreement.

[Mediation, Conciliation, Facilitation and Conflict Coaching](#) are proven assisted forms of dispute resolution where the parties continue to be an integral part of the process and outcome.

- [Mediation](#)

In mediation you and another party(ies) in dispute agree to discuss the issues in the presence of a neutral, independent third party – the mediator. The mediator is trained to listen and understand. The mediator can help the parties identify the underlying issues and interests, test assumptions, reframe the problem and generate resolution options.

At [Resolution Partners](#) the mediator will be neutral and impartial. The mediator has no power to make decisions or provide advice. Instead the mediator will work with both parties, separately and together, to facilitate discussion; repair communication; focus the issues; generate options and reach agreement.

- Conciliation

We describe conciliation as mediation ‘+plus’. In conciliation you and the other party(ies) in dispute agree to discuss the issues in the presence of a neutral, independent third party – the conciliator. The key difference between mediation and conciliation is that the conciliator may use his or her own background, experience and expertise to inform the discussion, identify assumptions and generate resolution options.

At [Resolution Partners](#) the conciliator will be neutral and impartial. The conciliator has no power to make decisions. Instead the conciliator may use his or her experience to help the parties reframe issues and generate options for resolution. Our conciliators have national and international legal experience in both public and private sector disputes.

- Facilitation

The facilitation process is about proactively tackling problematic issues before they crystallise into a dispute. In facilitation the parties agree to discuss actual or potential disagreements in the presence of a neutral, independent third party, the facilitator, with a view to opening up communication and preventing the escalation of conflict.

At [Resolution Partners](#) we use the internationally recognised CINERGY® coaching model to assist parties to consider conflict from different perspectives along with possible options for resolution.

- Investigation

The investigation process is often used by companies and employers to independently interview, assess and report on a defined issue. At [Resolution Partners](#) our independent investigators are experienced at interviewing; assessing and collating facts; and providing detailed reports of our findings in a professional and impartial way.