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**Four steps to a mediated solution
to your Dispute**

Four steps to a mediated solution

At **mediate first™** we use a simple four step approach to bring everyone together with a mediators to find an intelligent remedy to your dispute.

Step one: Agreeing you have a problem that may be solved by mediation

For mediation to work effectively everyone must accept that they have a problem which could be solved by mediation

Step two: Preparing for the mediation

You can attend the mediation alone or with a friend or advisor. You do not have to be represented but it is helpful to have discussed your case with an independent advisor in advance to make sure that you understand your rights.

You are encouraged to bring to the mediation any documents or other information you feel may be relevant. You should think carefully about the strengths and the weaknesses of your case.

It is also helpful to think about what the various solutions may be.

You may find it helpful to prepare a brief summary of your case (lasting no more than 10 minutes) to present at the beginning of the mediation.

You must ensure you or your representative is present at all times with the necessary authority to settle the dispute.

Confidentiality

The entire mediation process is completely confidential and everyone must ensure that they keep confidential all information they receive. This includes the fact that the mediation is taking place, discussions shared during the mediation and any refusal by other parties to accept any proposals made.

Step three: The mediation

The mediator will chair the mediation and decide how we will work together.

This will include:

- Explaining the procedure
- Asking each side to give a short summary of their case (no more than 10 minutes)
- Meeting everyone together and separately to find out what the issues are, what is behind the dispute, what is agreed, what is actually in dispute and what each side really wants.
- Not revealing to the other side anything said without your express permission
- Helping the parties to reach their own settlement. The mediator acts as a go-between, an imaginative problem-solver, he or she cannot give any judgement.

Anyone is free to leave the mediation at anytime

Step four: Reaching a solution

When a solution has been reached, the mediator will make sure that it is agreed by everyone.

If necessary the mediator can arrange for the agreement to be made legally enforceable.

If no agreement has been reached at the end of the mediation then either party is free to continue what ever legal action they feel appropriate. As the mediation is 'without prejudice' neither the mediator nor **mediate first™** can be called to any subsequent litigation or arbitration resulting from the unresolved dispute.

At the end of the mediation, the mediator will destroy their notes in the presence of the parties.

Steve Davison,
Managing Director, **mediate first™**