



MEDIATION'S  
TRUE POWER

IN BUSINESS

A topic edition by RANDSTAD-MTC Mediation-Training-Coaching

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## MEDIATION'S TRUE POWER IN BUSINESS

### ***Yes, you can***

These three words cover the true power of mediation in business disputes.

*Yes:* people can successfully resolve their conflicts through mediation. And they do. Mediation adequately and effectively enables parties to create common solutions, right at the mediation table.

*Yes:* mediation *is* successful. We specialise in labour and business mediation; our company statistics show a 90+ % success rate.

*And yes:* mediation *is* there for you.

### ***It's there for you***

Mediation is not 'for other people'. It's there for you. *You too can benefit.*

You may be an employer, a HR manager, a company professional, a business manager, an employee.

If you are facing a labour dispute, a business conflict or a personal issue at work that proves hard to resolve, our mediators are available to help.

### ***Why do it?***

Mediation can help resolving conflicts when communication is not productive anymore, or not working at all.

Why use mediation? To save time, energy and money.

Consider two simple questions:

- Do you prefer talking over fighting?
- Do you prefer to focus on resolving, instead of escalation and loss?

*If you answer is yes to any of these questions, then keep reading.*

## **Is it difficult?**

No, it's not. Mediation does not require special skills from those involved. Just their desire to solve the problem. You yourself can do it, and actually most people do.

The mediation talks are strictly confidential. They take place in a neutral and safe environment. The mediator guides the solution focused mediation process in total impartiality. In that process people find their own solutions.

*That's why it works.*

## **What's in it for me?**

Here's the promise of mediation:

- a sustainable solution
- in less time
- at lower costs
- suiting better than an imposed decision through a costly court battle

Sounds attractive, doesn't it?

And maybe most important: resolving the conflict provides space to spend your energy in a positive way again and to focus on the future.

Many parties having successfully resolved their conflicts this way can attest that mediation has kept its promise.

*Just consider what may be in it for you. Give us a call if you want to explore it with us: +31 70 800 23 56*



## **Do I need a lawyer**

Mediation does not require lawyer participation. The parties act for themselves. They are the ones who know their own interests and preferences the best. The solution is in the parties, not in a court battle.

In most lawyer involved cases we meet in our practice, the lawyers play a supportive role in the background for their clients. We are happy that they understand the value and benefits of mediation for the people and businesses they work for.

## **Turning negative into positive**

Conflicts may last months or even years. This implies a huge impact on your business, your performance, your life. Negative energy can even cause mental or physical harm. There is also ongoing financial loss.

If parties - eventually - take their conflict to court, that alone means high costs, long procedures and a constant strain. Compare that to mediation: our average time span in resolving labour conflicts is 6 ½ weeks from start to finish.

Starting up a mediation is a sure way to stop the ever rising costs of a non-resolved issue, creating opportunities to transform your energy into a positive mode.

## **It takes three to tango**

Mediation requires commitment from both parties and the mediator. So in mediation it takes three to tango. Each make their best effort to turn the issue into a solution; the parties from their own perspectives and responsibilities, the mediator by facilitating their communication and negotiation process.

Mediation is voluntary. But it requires serious working. It's not somebody else resolving issues for you. It's you resolving them, together with the other party involved. Consequently, solutions are supported by all.

*And consequently, those solutions are sustainable.*



## ***Our mediators are homeless***

A professional mediator is strictly and unconditionally impartial: our mediators are 'homeless'. Impartiality of the mediator is crucial. You must be able to rely on that. Also, you must be able to count on professionalism and quality.

Our mediators guarantee all that, enabling parties to discuss issues in a constructive atmosphere and to create common solutions that work for them.

In labour conflicts, it is quite common for employers to financially facilitate the mediation. In business conflicts, a division of cost is common. No matter who pays the bill, our mediators will always be strictly impartial. Their impartiality serves both parties.

## ***What we do for you***

Our company offers professional mediation services in an efficient and sustainable way. We do mediations in English, Dutch and Spanish. Other languages in consultation.

Our mediators are all MfN certified. MfN is the Dutch confederation of mediation professionals. We work in accordance with the MfN mediation rules and quality standards. On top of that we apply our own company standards, securing high quality mediation for our customers.

Our offices in The Hague, Netherlands, are easily accessible by car and by public transport. We are happy to give you further information on how mediation works and on pricing. Please feel welcome to give us a call at **+31 70 800 23 56**, or send us an email at ***info@randstad-mtc.nl***.



***Soft skills. Solid solutions.***

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