

# MEDIATION

## THE WINNING SOLUTION



### *WHAT IS MEDIATION?*

- ◆ Mediation is user friendly. It takes a potential conflict, turns it around and saves relationships.
- ◆ Mediation is an attractive alternative to arbitration.
- ◆ Mediation is valuable in resolving business disputes.

### *WHY USE MEDIATION?*

- ◆ Low or no cost
- ◆ Win/Win outcome
- ◆ Maximum range of solutions
- ◆ Improves relationships

### *WHY MEDIATION WORKS*

- ◆ Most disputes are successfully resolved
- ◆ Flexible
- ◆ Maximum range of solutions
- ◆ Maintains/Improves relationships
- ◆ Discovers/addresses the true interests of parties
- ◆ Allows creative solutions beyond win/lose
- ◆ Solution is just as binding and enforceable as arbitration

### *WHEN TO USE MEDIATION*

- ◆ Client to REALTOR®
- ◆ Commission Issues
- ◆ Buyers/Sellers issues per CAR Contract
- ◆ Deposit Disputes
- ◆ Non-Disclosure Issues

*For more information regarding this program and others go to [www.bayeast.org](http://www.bayeast.org) or call the Member Services Department at 925-730-4060*