



There's a Better Way to Resolve Disputes

How Mediation Saves Time, Money and Headaches

Here's the situation. You're a freelance designer who finished a job for a new client a few months back. Problem is, it's been nearly half a year, and you haven't seen payment. After a handful of unreturned phone calls to the client, you've started to consider litigation.

But have you ever stopped to think about what a lawsuit costs?

You may need a lawyer, and that's going to cost you money. Lawsuits typically take months or years, plus you'll need to invest time in gathering facts and evidence. And in my experience, the toughest part is the emotion you'll put into fighting for your paycheck. Lost nights of sleep are virtually guaranteed, and the ensuing stories may do damage to your reputation with other clients.

Does that mean you should walk away? Absolutely not. I believe that if you've got a problem, and you're considering litigation, mediation is the better way.

“Mediation means avoiding the courtroom, and all the pitfalls associated with it.”

Mediation Finds Better Outcomes.

The goal of mediation is to bring the two parties together under a process of discussion and negotiation, facilitated by a professional conflict resolution specialist. It's an opportunity for both sides to have their say and to define a resolution that seems more equitable than the all too often 'take it or leave it' approach of the court system. Mediation is effective, even in the most severe cases.

Mediation Works – Here's How.

During the past decade, I've helped mediate more than a thousand disputes, and most follow a three stage process – with room for flexibility based on the individual situation.

Stage One – Exploration

Both sides agree to mediation, accepting the final outcome that they negotiate with the guidance of the impartial third party. A contract is written with rules agreed to by both sides. Often this includes the rule that the final outcome is binding.

Stage Two – Negotiation

The mediator typically starts by bringing both sides together and asking a series of clear questions to define the challenge. This establishes the basis for negotiation between the parties, which can occur in as short a time as a single one hour session, or a series of meetings between the two parties. In some cases where the mediation stretches beyond a few sessions, the mediator will meet with parties separately to discuss possible solutions.

Stage Three – Resolution

With a solution agreed upon by the parties, a solution document is written and terms identified.

Ultimately, the mediation process can be rewarding for everyone. You get the opportunity to solve your dispute and address your emotions on your terms, coming to a decisive answer that's often palatable for everyone involved – all at a reasonable investment.



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About Creative Outcomes

Creative Outcomes is a Specialist in Mediation.

For more than a decade, the principals of Creative Outcomes have helped individuals and companies explore a better way to dispute resolution. Working from a time-tested process, our team works with both parties to find the right solution for individuals, groups and organizations.

- Interpersonal Dispute Resolution
- Workplace Mediation
- Organizational Dispute Exploration

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