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## **BUSINESS MEDIATION**

The process begins with the serious willingness of the conflicting parties to thoroughly examine their differences, to jointly seek and find solutions and to implement them together.

### **PRE-PHASE**

One party to the conflict calls me and enquires about time and costs.  
I call the other party involved and ask if they are willing to do mediation or have already heard about it from the other party. We then all meet together in my office.

### **PROCEDURE**

1. I prepare the mediation and we make a working agreement
2. we collect topics // what we talk about
3. we clarify needs and interests and thus shed light on the conflict
4. the parties to the conflict develop solution options together
5. the solution options are selected and evaluated
6. we draw up a binding agreement, implement it and make an appointment in 2-3 months for a review meeting