

**Mediation with  
NVC Resolutions is:**

Confidential  
Impartial  
Respectful  
Understanding  
Flexible  
Professional

**Our Approach**

Our approach at NVC Resolutions is based on the process of Nonviolent Communication™ created by international mediator and peace worker Marshall Rosenberg.

Daren De Witt of NVC Resolutions has been mediating since 1998. He trained with Marshall Rosenberg between 2000-2006.

Daren has also been teaching Nonviolent Communication since the year 2003. NVC helps us to get past blame and judgement and to really hear each other.

"NVC is one of the most useful things you will ever learn."  
- William Ury,  
*Getting to Yes*

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## Mediation for Individuals

Mediation can help you if you have a conflict or communication difficulty with somebody and would like support from an independent third party to help work through it to reach a place of mutual understanding, harmony or agreement.

### In mediation we support each person to:

- ◆ State clearly what is happening from their side without blame or judgement.
- ◆ Build trust by communicating how they are feeling in a non-judgemental way.
- ◆ Express their unmet needs (which underlie the conflict) to each other.
- ◆ Listen to and understand the needs of the other person(s).
- ◆ Clarify together what all people involved are willing to do in order to resolve their issues and build or restore harmony between them.

## Summary of the Mediation Process

### Prior to Mediation

- ◆ We receive your enquiry and discuss mediation and your expectations.
- ◆ We check that all people involved are willing to attend mediation - consent is integral to our way of working.
- ◆ We agree a venue, which may be someone's home, or a suitable neutral venue.
- ◆ We agree times to meet with all people, both separately and together.
- ◆ We meet with the people involved in the conflict separately before meeting with them together. These meetings will preferably take place before the day of the mediation, to allow everyone time to reflect after the sessions and before the mediation itself. Ideally these one to one meetings take place face to face, though talking on Skype or telephone is also possible.
- ◆ We can offer a single mediator, or 2 mediators who co-mediate, depending on the numbers involved in the conflict and the complexity of the issues.

### The Mediation Itself

- ◆ Our mediator(s) meet together with the people involved in the conflict and support them to express themselves and to hear and understand each other's point of view.
- ◆ The mediator(s) then support them to come to joint agreement about how they will resolve their issues and move forward.
- ◆ At the end of the mediation, the mediator(s) summarise any agreements or understandings reached.

### After Mediation

- ◆ We offer ongoing support and follow up as required.

### Length of Sessions

- ◆ One to one meetings with the people involved in the conflict are normally one to two hours in length.
- ◆ The mediation session itself will last between 2 to 4 hours, including breaks.
- ◆ In some cases, people like to come back for another session at a later date, particularly if they need time to think about the issues discussed and possible ways forward.

## More About Mediation

"Mediation can be particularly beneficial where a continuing relationship is necessary . . . For some people taking a case to court can appear intimidating, time-consuming and stressful - not to mention costly. Mediation provides an alternative that allows parties to discuss the issues in a less formal environment, to patch up differences and to agree a settlement."

- Lord Falconer, Secretary of State for Constitutional Affairs – Justice, Rights and Democracy.  
9th March 2007  
[www.news.bbc.co.uk](http://www.news.bbc.co.uk)

"NVC is a powerful tool for peace and partnership, urgently needed for a less violent, more caring world."  
- Raine Eisler,  
*The Power of Partnership*

### Mediation can be used to resolve conflicts:

- ◆ Between neighbours
- ◆ Between family members
- ◆ Between members of communities
- ◆ Within or between groups of varying sizes
- ◆ Between members of organisations or businesses
- ◆ With customers, clients, suppliers, purchasers, funders, etc

### What are the benefits of mediation?

- ◆ It creates a safe place for all sides to have their say and be heard.
- ◆ It stops conflicts escalating out of control and affecting others.
- ◆ It reduces the stress and anxiety so commonly associated with conflict.
- ◆ It reduces the cost of conflict and reduces the risk of litigation.
- ◆ It is confidential - only those present in the mediation need know what takes place.
- ◆ It ensures that those involved have an equal say in outcomes.
- ◆ It helps to create more harmonious ongoing relationships between people.
- ◆ Mediation places responsibility for the resolution of the conflict directly with the people involved.
- ◆ Because the solution is worked out and agreed to by the people involved it is more effective and longer lasting.
- ◆ By engaging in mediation, those present are sending out a clear message that they are serious about reaching a constructive resolution to their conflict.

### Mediation and the Law

Mediation is not a legally binding process. Any agreements are reached voluntarily and cooperatively. Fulfilment of agreements is dependent on the goodwill of all people involved. With our approach to mediation we encourage the development of goodwill and cooperation between people. In the long run, this is the only way to move forward in a satisfying way with other human beings. Agreements that have been imposed upon one person by another can often be difficult to enforce - a reluctant person can always find ways to obstruct or hinder outcomes that they are not in agreement with. However, if desired, the people involved can agree to take the agreements they have reached to solicitors to be legally drafted.

### How much does mediation cost?

We will agree a fee with you, dependent on your resources. Fees are typically between £300 - £1,000 per day, depending on the complexity of the issue, the location of the mediation and the number of mediators involved. Fees are charged either by the hour or by the day and include all preparation, the actual mediation, and any follow up work required, such as drafting and redrafting agreements, and ongoing support.

### Further Information

For further information or to discuss the possibility of mediation please contact Daren De Witt at NVC Resolutions.

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