Mediation – an Alternative to Dispute Resolution

Are customers withholding payment due to disputes? This can have a deadly impact on your cash flow. Find alternative options. Before spending litigation dollars to resolve disputes, why not try mediation? Studies show that 75% - 90% of the time, it can work for you.

This program can be presented in 1 to 2 hours and would work for a monthly meeting or a seminar workshop. A credit professional or certified credit executive with a minimum of 2 years experience could present the program.

Since A/R is a company’s largest asset and disputed accounts will slow cash flow and make the collection effort more difficult, a fast resolution will help you get paid quicker. This program can give tips to credit professionals and business owners. There is good entry level content and the program is also a good refresher for the credit veteran. Business owners/operators should attend to understand the options and benefits of mediation as a cost reduction tool.

Program content highlights
✓ What is mediation and how can it help your company?
✓ Program contains a detailed explanation of the Mediation Process
✓ Defines the role of a mediator/facilitator
✓ Clarifies mediation techniques that can be used in everyday business situations
  ❑ Ventilation
  ❑ Dealing with impasses
  ❑ SOCS – situation/options/consequences/solutions
  ❑ Reality testing