

## **Conflict Management (Mediation)**

In mediation procedures, parties in conflict (companies, employees, etc.) attempt with the assistance of a neutral party (the mediator) to resolve conflicts in an agreeable balance of the interests of both parties where the standard forms of negotiation have failed. Mediation is particularly appropriate for conflicts in which a quick resolution has to be found and in which a court proceeding is not sensible or should even be avoided.

It is the object of mediation to find a solution that is beneficial for all parties (win-win situation) which extends beyond that which the participants could attain by mutually giving way in a compromise.