



*"Problems can never be solved with the same way of thinking that created them."  
Albert Einstein*

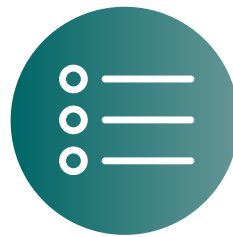
## Mediation & Conflict Coaching

**Release bound energy quickly**



### **Benefit**

- Solutions are developed quickly and cost-effectively
- The solutions are more sustainable, the room for manoeuvre is greater
- Parties are responsible for resolving the conflict
- The process is confidential
- Win-win solutions are possible



### **Contents**

- Clear agreements (mediation contract, mediation agreement)
- Holistic conflict analysis
- Transparent conflict documentation
- Holistic view and handling of the conflict



### **Target Groups**

Generally people who want a simple conflict resolved quickly. For example:

- Business Partners
- Team Leaders
- HR
- Private Individuals
- Etc.

**We make you shine**

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### **Agenda**

1. Preliminary discussion with client and parties
2. Preparation for mediation / conflict coaching
3. Start of the process incl. 'mediation contract'
4. Collecting issues and understanding the conflict
5. Working through the conflict (positions and interests)
6. Develop, document and evaluate options
7. Conclude mediation/solution agreement
8. Anchoring and finalisation



### **Methods**

- Mediation rules according to SKWM (Swiss Chamber for Business Mediation)
- Systemic team coaching

### **Formats**

- Mediation on an hourly basis
- Express mediation (2 hours online or physically)
- Conflict coaching as team support
- Basic training

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