

APPENDIX A: BENEFITS OF MEDIATION

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- The outcome is determined by the people who have the problem
- There is no need to go to court
- People can talk about what is important to them
- There is no pressure to accept solutions that are not acceptable to any of the people
- Discussions are private, confidential and informal
- Techniques for solving future problems can be learned
- Solutions are not limited to money
- The mediator does not make any decisions; the people with the problem make all the decisions
- Personal and business relationships can be preserved