

# Working Out Your Disputes

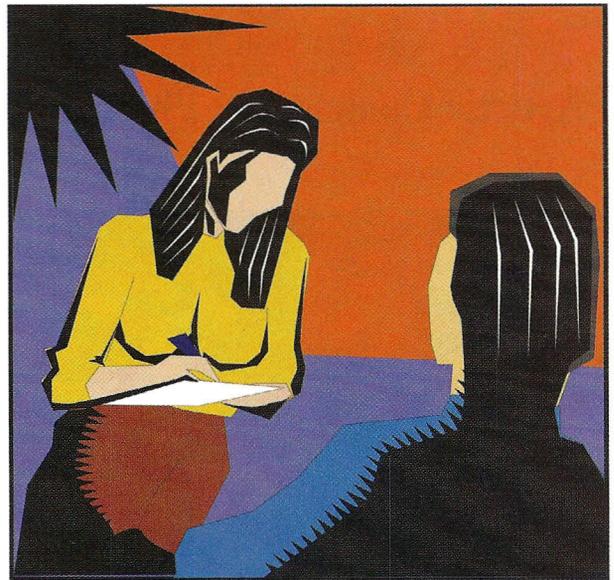
## Find More Than Just Middle Ground

Mick Jagger once sang, “You can’t always get what you want.” That is typically what causes disputes between two parties, whether it is siblings, spouses, business partners or employees. But Jagger also concluded, “If you try sometimes, you might find you get what you need.” And for those who cannot come to terms on their own, what they need is a fair, reasonable resolution—something Resolve to Solve has successfully mediated for disagreeing individuals for more than five years.

Owner Pam Anderson has been involved with alternative dispute resolution since 1996, and has facilitated conflict resolutions for probate, small claims and businesses, as well as family issues such as guardianship, sibling differences, elderly care, divorce and the trials of blended families. She has had cases involving everything from disputes over multi-million dollar investments to who gets custody of the family goldfish. But the one thing her cases all have in common is the way she and her diverse pool of mediators approach the issues.

“Typically when a disagreement happens, those involved shut down and don’t talk,” Anderson explains. “We work from a neutral position, taking a facilitative approach to help both sides communicate with and understand each other. We ask many introspective and investigatory questions to help opposing sides listen, uncover and prioritize core issues, build trust and work together to find a solution.”

Unlike going to court or arbitration, mediation can save clients the time and costs that litigation often involves. Additionally, mediation is unique in that it is not bound by standards or previous court rulings. But perhaps most importantly, mediators have no stake in the outcome—and the resolution lies not



in the hands of a judge, jury or panel. Instead, it rests with the involved parties themselves.

The mediation process begins with both parties at the same table, accompanied by legal counsel if desired, where the procedure is explained and opening statements are given. Immediately following, the mediator caucuses with each party separately, maintaining complete confidentiality. If the initial discussions are productive, both parties come back to the table. If not, the mediator then works to determine the issues, and once an agreement is reached, will create a memorandum of understanding and a binding mediation agreement to be filed in court. The length of the process depends on the complexity of the case, but typically resolutions are found within four to six hours.

“At Resolve to Solve, we are very passionate about what we do and believe strongly in our conflict resolution process through understanding the intricacies of families and businesses,” Anderson says. “We are honest with our clients, and if we believe their case is better resolved in court, we’ll tell them. But for the most part, our alternative dispute resolution services give clients not only the best solution, but also ways to save time and money.”

It’s hard to argue with that.

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Call 770-888-7150 to reach Resolve to Solve, located at 2450 Atlanta Highway, Suite 103 in Cumming. For more information, visit [www.resolveetosolve.net](http://www.resolveetosolve.net).

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