

Turnkey Mediation Centers

Set up "Turnkey" Mediation Centers Worldwide



ADR Center has a proven record, including setting up Multi-Door Courthouses, Court-annexed Mediation Centers and stand-alone mediation centers, in Asia, Africa, Central America and Europe. Our unique and proven approach in setting up mediation centers for Courts, Ministers of Justice, Bar Associations, Chambers of Commerce, Trade Associations, City Councils and private firms has ensured long term sustainability.

Over a period that ranges (on average) between six and twelve months, ADR Center can deliver a turnkey center to a client, which will include an appropriate combination of the following:

Needs assessment. A needs assessment is conducted to customize the approach to the local jurisdiction. A mediation center can be designed to serve different target groups (from local communities to Courts and Business Associations) and for different kinds of disputed matters (from small claims or family disputes to highly complex legal matters).

Operational manuals. A complete set of manuals will be provided, containing rules, fee structures, procedures, and the best design/layout for the center, along with all the information needed to manage the center successfully.

Case Management. The case managers will be properly trained and a comprehensive manual will be provided on how to administer a case, along with case management and tracking software.

Protocol of understanding with the courts. In the case of a court-annexed center, a protocol of understanding will be proposed, together with a comprehensive referral scheme.

Marketing plan and business model. In the case of a stand-alone mediation center, a marketing plan will be prepared, based on a unique business model which takes into account segmentation of the value of the cases and specialization of the disputes? subject matter. In addition, a detailed cost-profit plan will be developed.

Promotion and information materials. A template of a series of brochures and a website with proven-effective text will be delivered.

Mediator trainings. About 30 mediators (in a typical-sized program) will be trained, to international standards.

Mediator coaching. During the first mediations, our expert mediators will coach the newly trained mediators.

Settlement Week. In order to launch the center to best effect and with maximum publicity, we will organize and assist in running the first "settlement week."

Trainings for trainers on mediation. A 5 day course will be held for professional trainers on how to deliver the course ?Mediation at Its Best?. A complete trainer?s manual - complete with simulations, slides, CD, video, etc. ? will be given to each participant.

Awareness workshops, for lawyers and users. A workshop (or in larger settings, several) will be held which targets lawyers, general counsel and executives.

Training in Mediation Advocacy, for lawyers. A workshop will be held targeting lawyers in how they can best represent their clients before a mediator.

Workshop on Mediation Referral, for judges. Based on the plan for judicial referral to mediation, a workshop will be held for

judges.

Twinning agreement. During the setup phase and the first months of operation, a "twinning" agreement will be in effect, pairing the center with ADR Center, in order to provide all concerned with ready access to specialized expertise and to resolve any difficulties in "real time."

Please contact us if you are interested in further information and an estimate of costs to international@adrcenter.com