

# Navigating Disputes: Uncovering Perspectives and Crafting Amicable Resolutions

---

**Mr Bala Reddy**  
**1 December 2023**

# Introduction

---



Brief overview of the  
dispute resolution process



Importance of mediation  
in resolving conflicts



Objectives of this session

# Understanding the Dispute



1

Introduction to the  
dispute

2

Key issues and  
concerns

3

Narrow down areas  
of disagreement

# Understanding the Dispute



4

Detailed analysis of the issues and concerns

5

Historical context and any past attempts at resolution

6

Current impact on the parties involved

# Exploring Party Positions



In-depth examination of each party's perspective



Uncovering underlying interests and motivations



Highlighting common ground and areas of contention

# **CRAFTING AN AMICABLE SOLUTION**

---

**Mediation  
process steps  
and principles**

**Strategies for  
constructive  
communication**

**Brainstorming  
and negotiation  
techniques**

# Reaching a Mutually Beneficial and Enforceable Settlement

- Developing a win-win solution
- Documenting the mediated agreement
- Post-settlement considerations and maintaining the resolution



Q & A

