



CEO and
President
Guno Ritfeld

Dear Parties,

Thank you for you choosing to find to find an amicable resolution through Alternative Dispute Resolution. RM&A is committed to promoting peaceful conflict resolution in our communities.

Mediation is an alternative to the adversarial court process - disputing parties avoid the expense and inconvenience of going to court and having a judge dictate a decision that they may not like.

We help people to discuss their disagreements and work creatively on conflict resolution, in a safe and comfortable environment, instead of fighting each other and making those problems

We look forward to working with you

Sincerely,

Guno O. Ritfeld

About US

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RM&A is a trusted full service dispute resolution forum with offices in Central Florida And Northern Virginia.

For more than 15 years, we have offered mediation programs, training, and consultation services.

RM&A neutrals are skilled in alternative dispute resolution (ADR) processes and unquestionably achieve results more efficiently and cost-effective than investigation and litigation.

Who We Serve

RM&A serves as a contract dispute resolution forum for government agencies, private sector and the public. We do so by facilitating discussion while empowering the parties empowering the parties

The information contained in this brochure is for informational purposes only, and is not intended to provide or be relied upon as legal advice in any particular situation.



Resolute Mediation & Arbitration Inc (RMA)

*A Full Dispute Resolution Forum
Arbitration | Mediation | Facilitation*



**Before You File Suit,
Call Resolute**

What Can I Expect in Mediation

Once a case is referred to Mediation, you can expect to be contacted by the mediator. The mediator will identify the next steps in the process. Each case is different. Generally speaking, the mediator will review all papers forwarded by the agency or parties and reach out to each party to gain a better understanding of the dispute or request additional information. Often, the mediator will then schedule an in-person mediation session.

The Mediation Session

In most cases, all parties will begin the mediation session together in one room. This is called a joint session. After each person introduces themselves, the mediator will discuss the ground rules. The parties may then stay in the same room discussing their views of the case, or meet privately with the mediator. A private meeting with the mediator is known as a caucus. During a caucus, the mediator will further explore the party's views about the strengths and weaknesses of the case, what they want to accomplish through settlement and any economic or non-economic damages. Information discussed during a caucus remains confidential unless the party permits the mediator to share information with the other party. If a resolution is not reached during the first in-person session, more in-person sessions may be scheduled. Plus, the mediator may continue to work with the parties over the phone.

What If No Agreement is Reached

At the end of the mediation session the mediator will complete a mediation report. The report will indicate the status of the case either, Agreement Reached, Continuance, or Impasse (No agreement). If an agreement is reached the mediator will reduce the terms to writing and signed by the parties. If no resolution is reached (**impasse**), the mediator will refer the case to the agency or the parties for further actions.

The Mediation Process

- **Mediation is voluntary.** The parties appear at their own free will and may stop the mediation at anytime;
- **Mediation is a consensual process.** Each party must agree to the terms of agreement.
- **Mediation avoids the uncertainty** of investigative and litigation outcomes.
- **The parties can speak candidly** during the mediation without fear that what is said will be held against them later. Mediation provides a neutral and confidential setting where both parties can openly discuss information about the underlying dispute. Through enhanced communication, mediation can foster improved working relationships and a better understanding of factors which may be affecting the overall workplace.
- **Mediation is Confidential.** This means that all communication, except as provided by law, cannot be shared with third parties. The mediator and the parties must sign agreements that they will keep everything that is revealed during the mediation confidential. The mediation sessions are not tape-recorded or transcribed. Notes taken during the mediation by the mediator are destroyed.

How Do I Prepare for Mediation?

Prior to the mediation session, you may wish to:

- Fully analyze and understand your issues and needs.
- Prepare to engage constructively and respectfully to resolve the issues.
- Be open to hearing possible solutions that meet the needs of everyone.
- Negotiate with "Good faith"

Who Is The Mediator

A mediator is an independent person, experienced and trained in the mediation process, who assists the parties in reaching an agreement. A mediator does not take sides or decide who is right or wrong. Instead, the mediator is impartial and neutral. The parties decide the outcome not the mediator.

How Mediation Works

Mediation is a form of dispute resolution that serves as an informal alternative to the traditional investigative or litigation process.

In mediation, the neutral third party known as a mediator, helps the parties reach a voluntary, negotiated resolution.

Mediation gives the parties the opportunity to meet and discuss their views of the case; clear misunderstanding; identify underlying interest and concerns; find areas of agreement; and identify creative solutions.

The goal of the mediation is for the parties to reach a mutually acceptable outcome of the pending dispute.

Mediation is not so much about finding truth or justice as it is about searching for options and crafting solutions that allow the parties to move forward and put the dispute behind them.

Mediation is a cooperative, voluntary process that requires the participation of all persons involved in the dispute.

What Do I Need to Bring To Mediation:

Mediation is not a hearing. Parties to a complaint will not be required to submit evidence or testimony from witnesses. The parties may want to consider making available documents or resources to support their statements or claim for the other party(s) to examine.

Do I Need An Attorney:

You are not required to have an attorney for mediation. However, many people find that representation by an attorney or another person with training can help both parties engage in informed participation and decision-making. Even if you do choose to have an attorney present with you at the mediation, you should nevertheless inform and educate yourself on the rights and issues in your case.