

## 6.3: READ - Mediation and the Conflict Resolution Process

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### Notes:

*"It's often the case that when two people or organizations try to resolve a dispute by determining who is right, they get stuck. That's why so many disputes end up in court. There is a better way to resolve your dispute: mediation by hiring an expert mediator who focuses not on rights but on interests—the needs, desires, or concerns that underlie each side's positions. If someone asks you why a dispute is important to you, your answer will reveal your interests."*

Read the brief article below about mediation. As you grow in your business careers, you will likely experience conflicts of differing importance. Resolving conflict through mediation is one tool to get to resolution.

▢ [Mediation and the Conflict Resolution Process.pdf](#)

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