KEVIN HARDING
MEDIATION



FACILITATION FOR INSURANCE CLAIMS

HELPING DIFFICULT CLAIMS MOVE FORWARD

Complex insurance claims can become stuck for many reasons. Communication may have broken down. Relationships may have become strained. The parties may disagree not only about the outcome, but about how the claim should be handled.

Kevin Harding Mediation provides independent facilitation to help restore constructive communication, establish a workable process and support productive settlement discussions.

Where facilitation can help

I can become involved at different stages of a claim, including where:

- communication between the parties has become difficult or unproductive;
- trust has deteriorated and working relationships need to be re-established;
- there is uncertainty or disagreement about the process for moving the claim forward;
- multiple parties, advisers or experts need a clearer framework for communication and decision-making;
- a difficult meeting or settlement discussion needs independent facilitation;
- the parties want to make progress without immediately moving into a formal mediation.

A flexible intervention

Facilitation can be used as a standalone process or alongside an existing claims, legal or dispute-resolution process.

The approach is tailored to the circumstances of the claim. The aim is not to take over the claims process or determine the outcome, but to help the people involved communicate, organise the process and make better progress towards resolution.

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