



MY ACCORD
Your Mediation Company



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What Is Mediation?

Mediation is a structured conflict resolution process that differs from traditional litigation and arbitration. It is voluntary, confidential, and facilitated by a neutral third party—the mediator.

The mediator assists both parties in navigating the dispute by helping them identify the root of the conflict, understand each other's concerns and interests, and work toward a mutually acceptable solution.

The mediator does not take sides or impose decisions. Their role is to guide the discussion, manage communication, and support the parties in finding practical and sustainable outcomes.

Why People Sometimes Resist Mediation

In many conflicts, individuals believe they are right and struggle to see the need for compromise. This is often because conflict is approached with a win-lose mindset.

Without training in conflict management, many people are unaware of the complexity and underlying drivers of disputes—such as miscommunication. In fact, many conflicts arise from incomplete or misunderstood information and escalate when communication breaks down.

Mediation creates a safe and structured environment where facts can be clarified and misunderstandings addressed without further escalation.

Assuming you are naturally skilled at handling conflict without training is similar to assuming you are good with money simply because you earn it.

Our mediators are trained professionals with specialist qualifications in mediation and conflict management.

Why Early Mediation Matters

Once legal proceedings begin, parties often become defensive and entrenched in their positions. While mediation can still take place at this stage, it is most effective when introduced early—before the conflict escalates and before significant time and costs are incurred.

Parties may still have legal representation present during mediation. However, the level of participation will be guided by the mediator, depending on the nature of the matter.

What Mediation Can Achieve

Mediation allows for flexible, interest-based solutions that courts are often unable to provide.

Agreements reached through mediation are typically more effective because they are shaped by the parties themselves. This leads to greater commitment, improved relationships, and more sustainable outcomes.

Confidentiality and Safety

All discussions during mediation are strictly confidential.

No agreement reached during mediation is legally binding unless it is reduced to writing and signed by all parties. This ensures that participants can engage openly and honestly without fear of unintended consequences.

What We Need From You

To prepare effectively for mediation, we may request the following:

- Relevant documents (e.g. contracts, quotes, invoices)
- Photographs
- Correspondence (emails, messages, letters)
- Details of the individuals involved

This information helps us understand the nature and scope of the dispute and ensures a more productive mediation process.

Our Commitment to You

We are committed to providing a professional, respectful, and impartial environment where all parties feel heard and supported. Our goal is to help you resolve disputes efficiently, constructively, and with dignity.

Next Steps

If you are ready to proceed with mediation or would like more information, please contact us to begin the process.

We will guide you through the next steps, including information gathering, scheduling, and preparing for your session.

Our goal is to make the process as clear, supportive, and effective as possible from the outset.

Contact Us

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