

**BUSINESS:** Commercial enterprises may generate a variety of disputes, which are amenable to mediation, including consumer complaints, employee grievances, and disagreements involving suppliers and marketers.

**DISCRIMINATION:** It still exists. Whether it is about culture or color, sex or sexual preference, age or socio-economic status, allegations of discrimination are always emotionally charged. Rapid transition from conflict to resolution is critical in these situations. Alternative Dispute Resolution can facilitate this process.

**AMERICANS WITH DISABILITIES ACT:** The impact of the ADA paints with a broad brush across society from schools to employment, public access to entertainment, and the like. ADR offers a reasoned approach to resolve these highly charged and personal disputes.

**ENVIRONMENT:** Competing interests and values frequently create conflict between government, industry, farmers and ranchers, activists, sports enthusiasts, and individuals regarding the use of our environment and treatment of open spaces, water and endangered species.

**PROPERTY & REAL ESTATE:** Issues stemming from real estate sales, landlord-tenant relations, commercial real estate, rights to natural resources, riparian rights, easements, zoning and the like are common areas of conflict.

**GOVERNMENT:** Increasingly, government is recognizing that ADR is a proven and successful vehicle to resolve complaints and conflicts quickly and economically.



DISPUTE RESOLUTION LLC

*We are trained and experienced in alternative dispute resolution, law, negotiation, facilitation, counseling, psychology, business, and communication.*

### **Suzanne D. Bryson**

Ms. Bryson has facilitated and developed communication and conflict resolution programs in the public and private sectors for more than thirty years. She has served as a mediator, facilitator, trainer, consultant, and change agent in various areas, including education, healthcare, divorce, community, and corporate. Ms. Bryson holds a Certificate in Alternative Dispute Resolution and Degree of Master of Applied Communication from the University of Denver.

### **ROBERT N. DUNN**

After nearly thirty years as a trial lawyer, Mr. Dunn has refocused his energy into the practice of mediation, arbitration, facilitation, training and other related fields of dispute resolution and problem solving. He has experience in commercial, property, construction, employment, personal injury, loss of life, and maritime and admiralty litigation. Mr. Dunn has an advanced law degree in labor law, was an adjunct professor of law, and has served on the regional faculty of the National Institute of Trial Advocacy since 1988. In 1985, Mr. Dunn created the Midwest Conference on Insurance and Claims. He has lectured domestically and internationally on numerous legal issues and domestically on leadership and positive attitudes.



DISPUTE RESOLUTION LLC

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## **Mediation • Arbitration Facilitation • Training Consulting**

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**Committed to facilitating  
the transition from  
disputes and conflicts to  
lasting agreements and  
solutions.**



DISPUTE RESOLUTION LLC

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## **MEDIATION**

Mediation is an informal, voluntary process that encourages parties in conflict to share views and explore options, with the help of a neutral third party trained in Alternative Dispute Resolution (ADR). The mediator facilitates the flow of communication, exchange of ideas, clarification of interests, and use of imagination, to enable the parties to reach a negotiated settlement. The parties decide the outcome, not the mediator.

Mediation is a rapid and cost-effective alternative to litigation and may be accomplished with or without legal representation.

## **ARBITRATION**

Arbitration is less formal than a trial but more structured than mediation.

The parties agree to have their dispute heard by an impartial arbitrator or panel of arbitrators. Testimony of witnesses may be taken and relevant evidence presented. The parties may use attorneys to present their case. At the conclusion, the arbitrator renders a written decision, which is usually binding on the parties.

## **MED-ARB**

As indicated by its name, Med-Arb is a combination of mediation and arbitration. A trained third party acts first as a mediator to assist the parties to find a resolution for as many issues as possible, and then, by agreement, arbitrates the remaining issues.

Med-Arb promotes the ability of the parties to continue ongoing relationships.

## **FACILITATION**

Facilitation is utilized when a group or parties with divergent views want to reach a goal or complete a task to their mutual satisfaction. A facilitator assists in defining issues, developing options, staying on task, and tracking progress to increase the likelihood of consensus.

*Moving from conflict to solution requires open communication and critical listening, which generates the opportunity to resolve the dispute to mutual satisfaction.*

## **SOCIETY NEEDS EFFECTIVE WAYS TO REACH AGREEMENT WHEN IN CONFLICT.**

### ***SEPARATION, DIVORCE, PARENTING TIME:***

Mediation provides married couples, with or without children, a safe place to come together to resolve their differences and negotiate the terms of their settlement. Though the parents have decided to divorce, through mediation the concept and attitude of *family* may be preserved.

***MARITIME AND ADMIRALTY:*** From personal injury to loss of life, from recreational boats to marine construction, from cargo to collisions, from salvage to insurance, maritime and admiralty is a highly specialized body of law and competing interests which can benefit from ADR.

***COMMUNITY:*** Robert Frost said, “Good fences make good neighbors.” But is it that simple? Frequently conflicts consisting of barking dogs, noisy neighbors, rights of way, fences, HOA guidelines, or property upkeep escalate to litigation or physical confrontation. Early intervention through mediation is very effective in this area.

***EDUCATION:*** Violence and conflicts in our schools have grown to an alarming level. Disputes in education involve administrators, teachers, students, parents, governing bodies, social workers, special education, lawyers, unions, and ombudsmen, all of which can benefit from ADR.

***HEALTHCARE:*** Conflict in the healthcare industry continues to create significant issues. ADR provides an opportunity for those involved to achieve a resolution of these complex issues.