

# ASSURANCE MEDIATION SERVICES

## OFFER A WAY FORWARD THROUGH RESPECTFUL DIALOGUE

Are you...

- an Employer who is struggling to deal with workplace disputes?
- in a Family that is facing relationship difficulties, separation, family and parenting issues?
- having relationship or communication difficulties within any other organisation?

Whether you are battling with work related stress or looking more broadly for answers to some real life problems, 'Assurance Mediation Services' offers an independent, impartial and professional way forward.

Director Sue Adams has been successfully involved with many government and health agencies in the Hutt Valley during her 30 year professional career in counselling and mediation since graduating from Victoria University with a Diploma of Social Work.

She has practised reconciliation/conciliation and mediation in family court work, employment assistance programmes, government departments and for religious organisations.

Sue was admitted as an associate member of the Arbitrators' Mediators' Institute of New Zealand in July 2009. Recognised Internationally, AMINZ is the largest professional institute in New Zealand for people working in the area of dispute resolution and whose members include experts for a wide variety of sectors.

She is also a LEADR (Leading edge alternative dispute resolution) accredited mediator. This association of dispute resolvers is accepted throughout Australasia as a benchmark for much of the mediation and alternative dispute resolution industry.

Mediation is a consensual process in which an independent and impartial person – the mediator – works with disputing parties to help them explore and, if appropriate, reach a mutually acceptable resolution to some or all of the issues in dispute.

The Mediator has no decision-making authority regarding the outcome and therefore has no power to impose an agreement.

Mediation is especially appropriate where:-

- relations between the parties are important and continuing



Mediator Sue Adams of Assurance Mediation Services: offering an independent, confidential and professional way forward in a dispute situation.

- unclear communication and resultant misunderstandings are involved
- confidentiality is important
- the parties need the opportunity to talk openly and frankly
- the parties wish to determine their own outcome

- the parties wish to minimise legal costs and save time.

Sue Adams is firmly of the belief that these days, more than in previous decades, people are more willing to "bring things into the light and deal with problems now rather than let them smoulder on". Generally people are prepared to look deeper into what makes them tick – they are seeking resolution to their problems and issues and are a lot more willing to speak about them.

That's where she believes as a Mediator she can be of service.

"I believe that every person has the fundamental right to express their own opinions, to be listened to, heard and respected.

I believe also that a person who will listen, hear and respect another's opinions, beliefs, values and feelings, even when they differ from their own, will develop a deeper level of maturity.

This does not mean they have to change their own beliefs or values in the process.

I believe in dialogue that is solution focussed.

I have a passion for mediation because it is a process that encourages this interaction," says Sue Adams.

*A way forward...*



**ASSURANCE  
MEDIATION  
SERVICES**

*...through respectful*  
**DIALOGUE**

Accredited Mediator providing independent, confidential & impartial solution focussed mediation for:

- > Workplace Issues
- > All Relationship and or Family Issues

Phone (04) 570 0820 | Mobile 021 453 235  
sue@assurancemediation.co.nz