



CENTRE for EFFECTIVE
DISPUTE RESOLUTION

CEDR Impact Report 2023

This report will look at how CEDR's work impacts both individuals and organisations from both a financial and social perspective

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Centre for Effective Dispute Resolution
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About CEDR.

- CEDR helps individuals, teams and organisations achieve better outcomes from conflicts that hinder human interactions, collaboration and collective performance.
- Designs and operates dispute resolution schemes to deal with specific conflicts
- Advises organisations on process improvements that minimise the cost of conflict
- Arms individuals and teams with practical skills to engage in a wide range of conflicts

125,000+
Consumer resolutions over 10 years.

3,000+
Individuals trained annually

10,000+
Accredited Mediators trained in 70+ countries

50+
Dispute resolution schemes designed and delivered

Who we work with



centrica



Johnson & Johnson



Welcome from James South Chief Executive Officer, CEDR



I am pleased to present the first of what I hope will become a regular series of stand alone Impact Reports that provide an overview of the broad impact that CEDR achieves for our users, our field and for wider society. We do this through the combination of our service delivery work and our thought leadership and campaigning.

CEDR's Vision

Our vision is that Better Conflicts result in Better Outcomes leading to a Better World. We seek to deliver not just better conflict resolutions but also better conduct of conflict so that the harmful consequences of poorly conducted conflict might be avoided whilst the positive benefits of differences of view can be enhanced.

Thus, our mission is to provide society with both the skills and solutions for effective dialogue. We also aim to deploy our experience and expertise to bring about sustainable change for the benefit not only of our service users but of those associated with them and wider society at large.

Throughout all of our work, we approach people as people and we aim to demonstrate this in everything we do, through our values of Humanity, Independence, Tenacity and Transformation. Our work revolves around individuals in conflict situations, and considerations of complexity of human interactions are, therefore, an automatic feature of every one of our assignments.

Working to bring about sustainable change when working with parties entrenched in conflict situations is never straightforward, but we believe that our work is important and worthwhile. Furthermore, whilst we have made great strides in the past thirty years, a glance at any newspaper will show that we still have so much more to do.

Focus of the Report

This Impact Report can only touch on the wide range of benefits that individuals, organisations and society as a whole can derive from CEDR's work. We are a very complex and multi-faceted organisation and many of the benefits that we do deliver, whilst easy to articulate, are very hard to quantify. This first report makes a start on that process, but there is far more for us to do in future to capture and measure the impact that is undoubtedly being achieved.

Thank You

Finally, I cannot report on the impact of CEDR's work without acknowledging the considerable contributions of some many passionate individuals who have worked with CEDR on our journey over the past thirty years.

From our founders and early supporters to our present training faculty, mediator and complaints redress panels as well CEDR's staff and, of course, our clients and other supporters, all have made an immeasurable contribution and I offer you my thanks.

Introduction to CEDR's Impact Report

In this section, we will look at why CEDR has undertaken an impact report, what impact we are specifically looking at, how the data was collected and calculated and more about CEDR's charitable status.

Introduction

CEDR was founded with a vision to promote mediation as a way to help individuals and organisations resolve their conflicts without recourse to legal proceedings.

We did this because we knew that litigation was often expensive and time-consuming for those involved; the process invariably led to increased stress and loss of well-being for individuals; and the resultant outcomes frequently did not address the commercial or personal interests of parties.

From this start as a specialist mediation organisation over 30 years ago, we have broadened CEDR's mission out to become a world-leading dispute resolution body working in almost all fields of conflict.

We work with individual consumers when they experience problems with a company and have exhausted their complaints procedure.

We assist in the resolution of commercial disputes and deadlocked negotiations; and we train individuals how to improve their capabilities to negotiate, mediate and handle conflict in the future.

We work with governments and leading industry experts to provide expertise in the development of dispute resolution systems; and in our non-profit work, we conduct research and campaign on key sector issues, and provide younger people and students with the tools to handle challenging conversations.

Our Mission

All of our endeavours are directed towards a common goal, as captured in CEDR's overall mission statement - "Better Conflicts.

Better Outcomes. Better World."

We believe that, by understanding each other's viewpoints, hearing and being heard, and being able to negotiate as appropriate, people involved in conflict can not only achieve better, more cost-effective outcomes, but they can be more effective even in the way that they have their conflicts.

This is what we mean by 'Better Conflicts' - it's not just about the resolution of conflict and avoiding traditional win-lose arenas, such as the courtroom or the employment tribunal, but it is also about how we engage in conflict, how do we avoid behaviour that might make conflicts worse, and how do we air differences in a way that might well lead to even better or more creative outcomes.

Two Categories of Impact

As a registered charity, we recognise the importance of demonstrating the impact of our work both on the individuals and organisations with whom we work directly, and upon wider society. This report presents our impact across two broad categories: financial and social.



Financial Impact

Financial benefits can most obviously be identified by looking at the direct costs that individuals and organisations are able to save by using one of our services, or approaches, rather than proceeding to litigation or unresolved conflict.

But, we can also expand this analysis to look at the wider financial benefits that these users

might realise by, for example, being able to prevent future conflict through training or in better understanding the root cause of their conflict so as to learn lessons for later.

We can also identify financial savings by assessing the cost to individuals and society of allowing their conflicts to be handled by traditional methods, most particularly the court process.



Social Impact

Rather more difficult to measure are the upside benefits of well-conducted conflict.

With Social Impact, we are particularly looking at the non-monetary benefits that people have through being in contact with CEDR or, less directly, through the influence that our work has had.

Many aspects of such social benefit are hard to categorise or quantify as they are unique to each individual case but we have attempted to highlight these through case studies.

Thus, for example, we relate how students were inspired to think differently through taking part in CEDR's training - skills that will stand them in good stead for the rest of their career; how a party in a mediation achieved a settlement that was thought to be out of reach; how numerous businesses have been able to better manage their customer service and complaint processes; and how the civil justice system in the United Kingdom and other jurisdictions has developed through the emergence of mediation with the mainstream of dispute resolution processes.

We also achieve impact by alleviating some of the more personal consequences of unresolved conflict: damaged personal and business relationships, stress and anxiety, missed opportunities, distraction from priorities and, all too often, similar knock-on impacts on disputants' family members and colleagues.

Our work to resolve individual disputes has the potential to bring such consequences to an end by achieving resolutions, but perhaps even more importantly our work in equipping people with the skills and approaches to handle conflict can fulfil a preventative, or at least a mitigating role.

Society as a whole also bears the burden of poorly handled conflict. Workplace conflict can lead to stress, increased absenteeism and even additional burden on the health service whilst unresolved commercial disputes, assuming the parties can fund the litigation, end up in the Courts thereby consuming judicial time and energy and, potentially, contributing to backlogs.

Alternatively, if parties are unable to fund Court action, conflict festers unresolved.



Constructing this Report

This impact report is based on data drawn from CEDR's work in 2022. Where appropriate, we have compared that with data from publicly available sources to compare and calculate our impact more widely - for example in working out the conflict saving cost for organisations. In looking at the start of 2022, some services were still affected by the impact of Covid (most clearly in the amount of in-person international training that CEDR was able to deliver) but, generally, our work for the year is comparable to the levels of activity that CEDR was doing in previous years.

We hope you find our Impact Report both interesting and thought-provoking.

Frederick Way,
Head of CEDR
Foundation



Legal and Charitable Information

Centre for Effective Dispute Resolution is a registered charity (no: 1060369) and a company limited by guarantee (no: 2422813).

Our entry on the Register of Charities is accessible here.

Our Board of Trustees, as at 1 March 2023, comprises:

- Joanna Page (Chair)
- Joanna Day
- Jamie Drummond Smith
- Adrian Mecz
- James South
- Riccardo Tazzini
- Hannah Tumpel
- David Wilson

Who we support and how

Each year, CEDR works directly with thousands of individuals and organisations in dispute to help them resolve their disputes.

25000
people who resolved
their disputes with
CEDR

£500m
worth of disputes
handled in 2022

220+
young professionals
given free skills
training in 2022.

We work with individuals and organisations to enhance their effectiveness and capabilities to handle conflict through our training and consultancy, and we work with governments and other international bodies to help shape the way that Dispute Resolution is used in the UK and abroad.

The strategies we employ to achieve CEDR's objectives are:



1. Voice

Providing a distinct and independent voice which offers innovative and creative practical leadership in the field of conflict management in relation particularly to justice systems and to organisations.



2. Information and Advice

Providing an information and advisory service to our members, experts and legal representatives in the field, and others.



3. Independent Third Party

Operating as an independent third party, from global conflict, major business transactions and organisational politics, through to court-annexed schemes and cases of individual consumer complaint and disagreement.



4. Conflict Capacity

Delivering conflict training programmes and consultancy projects to individuals, teams and organisations to improve how they manage, engage and resolve conflict and reduce the cost of this, both at a personal and financial level.



Impact: Upskilling Those Involved in Conflict

Developing Skills to Reduce the Financial and Social Impact of Conflict

CEDR regularly partners with national and multi-national organisations

to develop a better understanding of the value of communication and collaboration skills in and out of the workplace, as well as dispute resolution capabilities.

We inspire people to look differently at conflict, reframing it as an opportunity to achieve better outcomes and build a better society.

Since its inception, CEDR has always been a

leading trainer of mediators. However, in recent years, this training activity has expanded to include training in all forms of conflict handling, with programmes delivered in mediation, facilitation, negotiation, peace-making, and constructive dialogue for organisations and individuals.

The people who take CEDR's courses do so with a purpose not merely to gain knowledge of how to handle conflict but also with an intention to acquire very practical skills that will allow them immediately to handle conflict more effectively in their professional lives.

Some aspire to become commercial mediators, but many more take our courses so that they can develop their own skills within their own contexts.

As a social enterprise, our dispute resolution, training and consultancy services are integral to our overall mission. These activities are conducted through a wholly-owned subsidiary, CEDR Services Limited. All of the taxable profits of the subsidiary are donated by way of Gift Aid to CEDR in order to provide funding for our charitable work alongside subscriptions from our members.

In addition to these fee-earning services, we conduct development work through our Foundation. This work includes:



Thought Leadership

Thought Leadership, namely thinking and writing about Dispute Resolution in a new way, challenging pre-conceptions and analysing the latest developments.



Innovation

Innovation, putting our Thought Leadership learning into practical action and doing something new.



Outreach

Outreach work to bring dispute resolution skills to new communities



Working with Individuals

When working with individuals, we know that our training can empower them to have difficult conversations which allow them to enhance their

working lives, either through developing a new remunerated skill (like mediation) or through having more ability at work to resolve conflict, unlocking new possibilities and providing more time for other career development.

We also routinely receive feedback on the successful application of conflict resolution skills to other aspects of people's lives beyond the workplace, whether that is resolving a community, personal or social conflict or even helping somebody to have a framework to make their own personal choices.



Hear from training participants on CEDR's June 2022 Mediator Skills Training which took place in London. They share why they decided to become a CEDR-Accredited Mediator and what they learned on the programme.



Working with Organisations

When working with organisations, we look at how the consultancy assistance that we provide can target both particular issues, for example, how a team works together to achieve a particular goal or grow in cohesion, as well as develop skills and abilities within individual team members.

Frequently, organisations see their participants through the learning, open their minds to consider new perspectives on how to handle conflict and the ability to make new connections.



Innovations in Training

Online Learning

Particularly in the period covered by this Impact Report, CEDR has implemented two key innovations in how our training and consultancy is delivered.

The first involves increased use of online technology and platforms to deliver training.

By pioneering online training in our field and, more recently, through the evolution of the new CEDR Virtual Campus, we can now deliver our learning content to users anywhere in the world and through different technology platforms.

This both broadens our potential audiences, makes our training more accessible and is generally more environmentally friendly as it reduces the need for our trainers to travel widely.

Through the Virtual Campus, we have been able to connect participants from around the world and give them different ways to access conflict learning.

This has both enhanced the richness of knowledge of others' shared and varied experiences of conflict globally, as well as allowed participants to understand conflict more deeply and with different learning options. We are now also offering online sessions that enable newly trained mediators to meet the observership requirements of the Civil Mediation Council.

Diverse and Inclusive Materials

The second major innovation has been the development of diverse and inclusive materials within CEDR's training and in role-plays. This is a result of our Foundation project which examined the barriers to a more inclusive dispute resolution field.

This had a twin purpose and impact. It reduced the exposure to unhelpful stereotyping by, for example, removing any reference to the gender of clients within an example role-play to allow role-players to recognise that there is no expectation of what the individual holding a particular job function looks like.

The changes also allowed for a further discussion of cultural identities by enabling us to place a cultural context into some case studies. Our course participants have commented favourably on the increased thinking prompted by these innovations.



Impact: Enabling the Next Generation of Conflict Professionals

Bringing Dispute Resolution Skills to New Communities that would not otherwise have Access

Skills for Life

Our Skills for Life programme gives the opportunity for younger people under the age of 25 to learn conflict management skills. This online training covers difficult conversations at work, home and amongst peer groups for those who want to go on to be future leaders.

It was developed out of work that we undertook before the pandemic by delivering training in person through a programme called New Dialogues. Now, with the development of an online version of the training, we are able to offer the programme to a much wider group of people.

The course is initially being offered on a free or low-cost basis to charitable and non-profit educational organisations who work with the 16-25 age group. We are now inviting organisations who work in this area to apply for the programme.



National Student Negotiation Competition for England and Wales

CEDR has sponsored and organised the National Student Negotiation Competition for many years; this competition is open to all law students and attracts teams from law schools around the country.

After an entirely online event in 2021, we were able to bring back in-person participation in 2022 with a combination of online regional heats followed by an in-person final held at our offices in London. Overall, 120 students participated in the competition, working in teams of two, and the 24 who reached the National Finals also received a day of additional training from CEDR.

For 2022, the English Champions were the University of Exeter, represented by Hazel Bannerman and Emily Wanstall, whilst the Welsh Champions were the University of Swansea, represented by Sara Jetten and Brianne Menchion.

These teams then went forward to present their respective nations in the International Negotiation Competition for Law Students, held in Omaha, Nebraska, USA, in July 2022 and were supported by on-site coaching from CEDR Negotiation Experts. Both teams acquitted themselves extremely well and were placed 2nd and 8th overall in the World Final.

CASE STUDY

Leonard Epidi and Ann Thankachan

Two of the 24 finalists were Ann Thankachan and Leonard Epidi, final year students at Nottingham Trent University. As well as participating in the competition, they attended the CEDR training day.

We asked them about their experience and how the training had encouraged them to understand negotiation and further their skills.

"I think it was challenging but in the best way. It challenges you to take your initiative... It makes you think from a different perspective as well..." - **Ann Thankachan**

"I felt that it was a learning experience most importantly, and it was also an eye-opener into some very good techniques for dispute resolution. And we got to meet cool people!" - **Leonard Epidi**



CASE STUDY

Upskilling Ukrainian Students

During 2022, we delivered two rounds of the Skills for Life Programme for Ukrainian students and young people. This was part of CEDR's commitment to helping support those impacted by global conflict. The participants were recruited with the aid of the Ukrainian Mediation Centre and overall 54 attended. Further courses are scheduled for March 2023, and we are also developing the material for delivery in Ukrainian.

"The Skills for Life course material and exercises gave an understanding of where the skills are needed in practice and why knowing it will really help." - **Bohdan H**

"I will now be able to take a completely different approach to the structure of the conversation; be able to think it through and respond to the reaction of the other person better." - **Antonina Y**

"After this course, I will use the learned skills of active listening whilst handling a difficult conversation, rather than just being driven by emotions" - **Mykhailo S**



Impact: Resolving Disputes

Reducing Financial and Social Harm to Individuals and Organisations

CEDR works with 25,000 individuals and organisations in conflict each year.

These range from parties involved in multi-million commercial cases across a wide range of sectors down to those which may have no quantum (for example, a workplace dispute between two colleagues) but are nevertheless of considerable importance to the individuals and organisations involved.

Much of our work is undertaken in the context of civil and commercial disputes, or workplace disputes, which might otherwise be headed towards the Court system, but we also work with a considerable number of individual consumers who have experienced problems with companies or traders.

In all of our resolution work, CEDR aims to facilitate a resolution to the dispute based on the core tenets of independence, dialogue between parties and practical, time and cost-efficient resolution.

Whilst many of our services are chargeable, we give careful consideration to the accessibility of our services to those on low incomes.

We are mindful of the need to deliver services direct to the public, and we, therefore, continue to expand our range of lower-value schemes in targeted sectors.

Our low-cost, quality-controlled mediation service continues to be well used; the majority of our consumer services are free of charge to complainants.

£500m

total quantum of CEDR civil and commercial claims handled in 2022.

13%

of CEDR mediation parties in 2022 who were Litigants in Person.

52%

or CEDR's civil and commercial mediation cases coming through judicial or fixed fee schemes in 2022

Civil and Commercial Mediation

Mediation delivers value by facilitating negotiated resolutions whilst avoiding wasted management time, damaged relationships, lost productivity and legal fees. It is an established feature in the conflict landscape, with its use increasingly mandated by commercial contracts, corporate policy and procedural rules; and CEDR continues to maintain a position of leadership in what is now a very competitive marketplace.

The value delivered by mediation was last quantified in the tenth iteration of our Mediation Audit, published in February 2023.

This reported that approximately £20 billion of commercial claims are now mediated annually, and that through mediation British business saves around £6 billion each year.

CEDR provides dispute resolution through its commercial mediation practice and alternative dispute resolution schemes for thousands of disputants a year.

Most of these are “classic” commercial mediation cases, whereby two or more parties in a dispute work together with a neutral third party acting as a mediator to negotiate a settlement to resolve the dispute. Every case is unique but, in general, mediation is a far quicker process than litigation - the Audit reports that the average time spent by a mediator on each case was round 16 hours, a figure that is consistent with our own data.

Nevertheless, in spite of the relatively short involvement by a mediator, the Audit reported that 92% of mediations achieved settlement of the dispute either on the day or shortly thereafter.

Human Element

A significant proportion of disputants who come to us are individuals for whom this is their first-ever experience of litigation. In helping these individuals through a mediation process, there is the opportunity for people to feel more heard and included in a process which can often seem opaque, but they also have the opportunity to save the costs of going to court as well as the stress of doing so.

One particular example here is the work we do in providing mediators for disputes involving patient claims against the National Health Service. Our service offers those parties involved in disputes, which are often highly emotive and have a large personal impact, the opportunity to have their dispute resolved in a way which allows for discussion of the impact felt by individuals in their lives and a settlement which can include more than just financial compensation.

Another example is our Central London County Court scheme which provides low-cost, fixed-fee mediators to work with parties who have been referred to mediation by judges. These cases normally involve individuals, dealing with matters such as property disputes, probate issues or small business problems. The mediations are limited to 3-hours and are designed to help parties focus on their options and consider settlement if that is something they wish to do.

National Health Service Mediation Scheme Spotlight from CEDR Mediator Tony Allen

Complaint Redress Service

Assisting Individuals

Every year, tens of thousands of consumers come to CEDR to request our assistance where they have experienced problems with a company and have exhausted their complaints procedure. Sectors we cover include aviation, telecommunications, water & sewerage, new homes and surveying services, funeral services, independent healthcare and postal services. This year we worked with almost 24,000 individual consumers.

Typically, our work involves having the consumer's and subscribing company's evidence weighed up by someone who is independent and impartial. Once our adjudicator has issued a written decision, including their reasoning, a consumer has the option to accept it, in which case it becomes binding upon the trader, or alternatively a consumer may reject it and pursue other remedies, including going to Court if they wish.

Thus, for many consumers, CEDR aims to provide a route that is significantly cheaper and less onerous than going to Court, often opening up resolution in a way that would be out of practical reach for the normal person.

This process allows issues that are important to the individual to be resolved. There are also significant non-monetary benefits for an individual of having a dispute resolved.

These can be practical - an adjudicator may be able to make an action happen, for example, an engineer to go out to fix a problem - but there is also the personal impact of having an issue that has been causing stress to an individual resolved.

Furthermore, even where the adjudicator does not find in favour of the complainant, there is still power in the fact that the complaint has been heard and assessed. A customer in this situation also has the knowledge of knowing what a likely outcome at court might be were they to pursue that option.

24000

cases registered
with CEDR across all
consumer redress
chemes in 2022

7000+

cases across all
adjudication schemes
received a final
decision in 2022

18

different industries
where CEDR provides
complaints redress
services

TONY ALLEN



Benefits to Companies

Our work on individual consumer complaints also delivers benefits to the traders being complained about as our findings can assist them in understanding at a larger scale the nature of the complaints that are being made about them and where there are faults in their service that are affecting their consumers.

Feedback from our work allows companies to understand faults in their complaints handling process and even to understand where there are service failings, recurrent misunderstandings or a lack of clarity by the company on a process. Thus, by acting on the insights that we provide based upon our casework, individual companies are able to improve their overall standard of service delivery, enhance customer satisfaction and, thereby reduce the number and cost of complaints that they receive. This in turn creates a benefit to the wider consumer base by improving the standard of service they receive and in reducing their individual likelihood of being exposed to a shortcoming in the service that might lead to a complaint.

Our work on reviewing complaints also extends to performing Independent Complaints Reviewer roles for large organisations such as the Solicitors' Regulation Authority, Ofsted and Homes England. Here we review their overall approach to complaints handling, including providing a final review of individual complaints, and we provide recommendations, advice and guidance where we see opportunities to improve complaints handling procedures.

The significance of the independent review process derives not just from the number of cases that it handles but, even more importantly, from the very fact of its existence and the underlying philosophy of the organisation that complaints are not about blame but instead provide valuable opportunities to learn from experience and identify improvements that will benefit future service users.

Impact: Improving Conflict Resolution in Society

Helping Society Through Better Conflict Resolution

CEDR's work has an impact beyond those we work with directly. A fundamental output of our work is that we help Society to resolve conflict better, taking pressure off the Court system, supporting better outcomes and promoting better ways of working with conflict.

CEDR supports wider society in a number of ways.

- We work with governments and ADR organisations to improve dispute resolution processes in court systems.
- We produce free expert insights into Dispute Resolution, including free Dispute Resolution Guidance and clauses. We also produce the CEDR Mediation Audit, the leading insight into the mediation profession in the UK.
- We lead initiatives to transform the profession such as our work on Diversity in the Commercial Mediation Profession.
- Finally, our work has impact because of what does not happen because of what we do. We generate large cost and time savings to the court system, allowing judges to work on other cases.



Working with Governments and International Partners

CEDR has long contributed to supporting the development of effective dispute resolution around the world.

In the United Kingdom, CEDR has been part of the consultation on the UK's government proposals surrounding the introduction of mandatory mediation. As well as responding to the consultation, CEDR produced podcasts and ran a major Masterclass on mediator readiness for mandatory mediation in November 2022. Lauren McGuirl, Director of Commercial Dispute Resolution, gave evidence to the All Party Parliamentary Group on ADR in 2022.

CEDR is a supporter of the Civil Mediation Council, helping to develop the standing of mediation in the United Kingdom. In 2022, we were also proud to support community mediation in the UK by sponsoring the award for Community Mediator of the Year at the National Mediation Awards.

Internationally, CEDR is also a supporter of several international organisations including the International Mediation Institute. We regularly host judicial and governmental delegations from around the world and hosted 6 such delegations in 2022.



Producing Free Dispute Resolution Guidance and Insights

CEDR has long provided free dispute resolution guidance and advice to allow those in dispute to gain access to legally reviewed, clear information and practices on Dispute Resolution. CEDR's Model Documents and Clauses are accompanied by eleven free best practice guides on how to work with dispute resolution; and our Model International Contract Clause is available in 25 languages.

Additionally, in 2022, CEDR surveyed mediators from across the Commercial Mediation Profession in the United Kingdom for the Tenth CEDR Mediation Audit (published in February 2023). The Audit provides leading insights into the development of the field and how mediation can help society. In the 2023 Audit, we looked specifically at questions relevant to wider social concern including the readiness of the field for mandatory mediation and how to best work with Litigants in Person.

Leading Diversity and Inclusion Initiatives for the Profession

Over recent years, CEDR has been running a campaign to increase the inclusivity of the Civil and Commercial Mediation Profession.

The work has been developed from surveys, focus groups and research that we have conducted over a number of years into Diversity and Inclusion in the Mediation Profession. Our research found that the

profession showed significant discrepancies for gender, ethnicity and age compared with comparable professions. We also identified a number of barriers for inclusion across the career path of a mediator from choosing to become a mediator through to getting accredited.

In 2022, CEDR launched the Diversity and Inclusion Mediation Charter which allowed mediators, law firms and providers to publicly commit to their support of inclusion. We have also revisited our own policies and documents

across training and dispute resolution provision to make them more transparent and inclusive. Finally, we have released several podcasts about Diversity and Inclusion.

There is still much to be done on this issue, so this is a continuing campaign as we want our profession to be accessible to and reflect all of society.

Contribution to Society - Freeing up the Courts

Independent consumer complaint resolution makes a significant contribution to society by taking away a large section of smaller cases which would clog up the Court system and prevent judges from hearing more challenging cases. Without these alternative mechanisms, such cases would have to be heard in small claims courts, creating costs to the taxpayer in financing these courts, as well as more costs, delay and uncertainty for the parties involved.



2022 CEDR Activities Timeline

JANUARY

Launching the CEDR Charter on Diversity and Inclusion

January saw the launch of the CEDR Charter on Diversity & Inclusion in the Commercial Mediation Profession. This initiative is a way for mediators, mediation providers and lawyers to show their commitment to improving inclusion in commercial mediation.



FEBRUARY

Investor-State Mediation Training

In February, CEDR ran an Investor- State Mediation training virtually from CEDR's London offices. This training focused on the way that international organisations and those working with them can improve their conflict skills.

MARCH

Negotiation Competition Training for Students

With the further return to in person training post the Covid Pandemic, March 2022 saw the CEDR offices being used for an-person training of the 24 finalists of the National Student Negotiation Competition 2022.

APRIL

Final of the National Student Negotiation Competition

In April, CEDR hosted the Final of the Negotiation Competition for Law Students which was won by the University of Exeter for England and the University of Swansea for Wales.

MAY

CEDR Gives Evidence at the APPG on ADR

In May, CEDR Chief Executive James South and Director of Commercial Disputes Lauren McGuirl gave evidence to the UK Houses of Parliament on Mandatory Mediation. This event was organised by the Chartered Institute of Arbitrators.

JUNE

International Negotiation Competition Success

In June, CEDR coached the English and Welsh student Negotiation Champions at the International Negotiation Championships in Omaha, Nebraska. The English team representing the University of Exeter came second and the University of Swansea came eighth.



JULY

Masterclass with Maria Bacas on Using Dispute Clauses in ADR

In June, we heard from speaker Maria Bacas about her experience as in-house counsel for organisations such as Starbucks Europe in using dispute resolution clauses.

AUGUST

Trainings Back In- Person and Abroad

By August, CEDR was fully back in running in person Mediation training courses in the UK and abroad. The picture above shows the June 2022 Mediation group. In August 2022, CEDR ran a Summer School in Dolce Sitges, Spain.

SEPTEMBER

Conversation with CEDR Ukrainian Fellow Galyna Yeromenko

In September, CEDR held an important masterclass with Ukrainian Commercial Mediator and CEDR fellow Galyna Yeromenko on her experiences and reflections of the war in Ukraine. CEDR has also worked with Galyna and her Ukrainian colleagues to provide free difficult conversations through the Skills for Life programme for young people, working with 60 Ukrainian students.

OCTOBER

Leading the Discussion on Resolving Environmental, Social and Governance Disputes

In October, CEDR hosted a key discussion led by Founder President Dr Karl Mackie CBE on how to resolve ESG disputes with global experts.

NOVEMBER

CEDR Masterclass on Mandatory Mediation

November saw CEDR convene a major gathering of mediators on the implications of the introduction of Mandatory Mediation, particularly with regards to practical solutions that mediators can provide to aid mandatory mediation. This followed a podcast series that CEDR has created since the Autumn.

DECEMBER

Recognition of Mediators at National Mediation Awards

On 8 December, CEDR mediators Amrik Kandola and Gillian Caroe were honoured at the National Mediation Awards at the Houses of Parliament. Amrik Kandola won Civil and Commercial Mediator of the Year and Gillian Caroe won Employment and Workplace Mediator of the Year.



Learn More About the CEDR Foundation

Better conflicts result in better outcomes leading



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