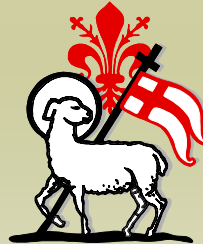


Chamber of Commerce of Florence mediation services



Florence
International
Mediation
Chamber



Camera di Commercio
Firenze



What is mediation?

- ADR (Alternative Dispute Resolution) tool
- Non-binding voluntary process, guided by a mediator, through which parties can amicably settle a dispute and find a mutual satisfying agreement

WHO IS THE MEDIATOR?

A third, neutral and impartial person who doesn't decide the dispute but assists parties in trying to settle it

WHAT DOES HE/SHE DO?

Help parties to go beyond their legal positions and consider their own interests, with the aim to find a

WIN-WIN SOLUTION

HOW DOES HE/SHE DO?

- Restablishes communication between the parties by using specific techniques

MEDIATION ADVANTAGES

- Parties' control
- Preserve relationships
- Confidentiality
- Time and costs efficiency

MEDIATION DISADVANTAGES

NONE

Parties have nothing to lose in trying mediation

Florence Chamber of Commerce mediation services

- Domestic: since 1998, more than 5200 procedures handled
- International (FIMC): since 2015

Why address to Florence International Mediation Service (FIMC)?

- High level service
- Certified mediators from all over the world
- Particularly experienced in dealing with intercultural relationships
- Fixed and predictable costs

And after all....



You're in Florence!!