



COURT ANNEXED MEDIATION - THE 8 STEP PLAN TO
MOVE FORWARD

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A USER FOCUSED APPROACH TO CAM



A COLLABORATIVE CAM WORKING GROUP



Set up a small multidisciplinary working group which includes attorneys, mediators, academics, magistrates/judges and government to address the challenges raised.

THE EFFECT OF TECHNICAL DEBT



**Lets deal with issues as they arise in CAM.
In addition we need to analyse and take lessons
from the CCMA as the largest dispute resolution
provider in SA -we can learn from their
experience**

CASE MANAGEMENT OF CAM IS KEY



**World Class case management – this is crucial to ensure that the mediation service is functional and relates to the administrative structures in the court.
This requires investment in technology and effective staff**

REVISION OF THE POLICY FRAMEWORK



Comprehensive revision of the policy framework before the next phase of the role out. Mediation is made compulsory. Mediation is funded by the state.

SURVEYS



Implement a survey managed by a provider that will provide constant data that is effective for the monitoring and development of the system and ensuring the objectives are met.

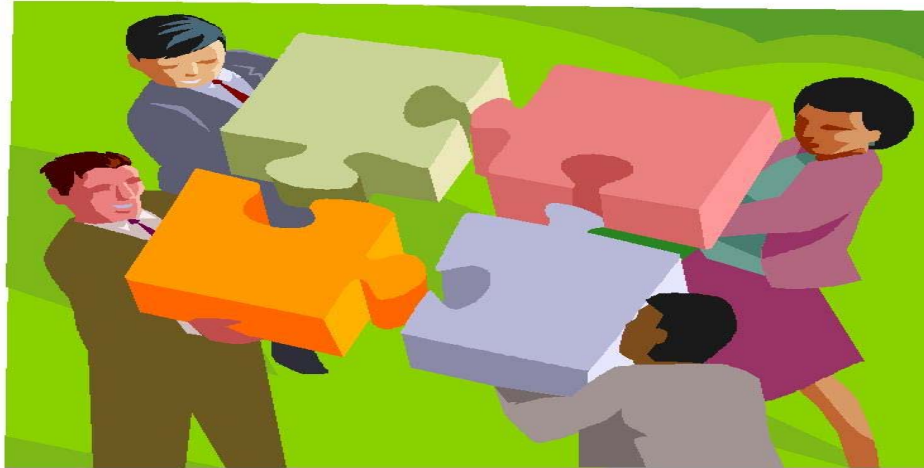
To extract value from the surveys we need to remove the barriers in completing them.

TRAINING



Training and constant development in the chain from the public, schools, universities, professions, institutions, private sector, public sector and the administrators, magistrates and lawyers in mediation must become main stream – We need budgets and sponsors example of the ICC mediation completion

A PROFESSIONAL BODY & STANDARDS



Regulation of mediation and mediators through an association of mediators – code of conduct, training, certification etc

This must be enacted similar to the Legal Practice Act to limit fragmentation and inconsistencies.

LEARN MORE ON MEDIATION

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