



## Navigating Disputes & Conflicts God's Way The Christian Resolution & Reconciliation Process

Christian Resolution & Reconciliation is a Biblical approach to addressing conflicts and disputes that seeks to honor Jesus Christ and to please Him by pursuing not only the resolution of all issues, but also the reconciliation of those involved to the fullest extent possible. Our goal at PeacePoint is to support and assist you in achieving these outcomes. We want you to fully understand how we may serve you. We also want to receive the information we need to effectively help you. This is how the Christian Resolution & Reconciliation process works at PeacePoint.

### Intake and Initial Information

You begin the Christian Resolution & Reconciliation process by contacting our office. **Before doing so, we encourage you to visit our website ([www.peacepoint.com](http://www.peacepoint.com)) where you will find helpful resources, detailed information about PeacePoint and answers to many of your questions.** When you do contact us, we will ask you for some basic information. We will then direct you to the appropriate forms on our website and ask you to complete them and send them to us via email or regular mail.

### Christian Resolution & Reconciliation Process Questions and Preliminary Information

We encourage you to read carefully all of the information about Christian Resolution & Reconciliation provided on our website. After you have had an opportunity to review this information, we encourage you to call us with any questions you may have. Once all of your questions have been answered we will let you know which of our services will best meet your needs. Until all parties involved in your situation agree to participate in either **mediation** or **arbitration**, the only service we can provide to you is **coaching**. If all parties involved in your conflict or dispute agree to mediate or arbitrate, we can provide those services.

Once you are ready to move ahead with Christian Resolution & Reconciliation, whether coaching, mediation or arbitration, you must complete and return to us all forms related to the service we will be providing along with any required filing fees.

### Coaching

If all parties involved in your situation have not agreed to participate in the Christian Resolution & Reconciliation process by either mediation or arbitration, we can provide you with coaching in order to guide and help you take steps to reconcile your conflicts and resolve your disputes on your own, if possible. We will also help you encourage others involved in your conflict or dispute to participate in Christian Resolution & Reconciliation so that full reconciliation and resolution can be pursued. Coaching is usually provided at no charge unless we are asked to provide extensive or ongoing coaching. We will advise you if and when we feel this is appropriate and will provide a coaching agreement detailing our fees and terms for further assistance.

### Mediation

If all parties involved sign an Agreement to Mediate, our administrator will assign your case for mediation. In mediation, the Mediator acts as a facilitator to assist and guide the parties in reaching a binding agreement resolving their conflicts and disputes. The parties retain control over the final outcome. There are two parts in the mediation process.

- Pre-Mediation Conference with Mediator. After the Agreement to Mediate has been signed by all parties and returned, a separate pre-mediation conference with the Mediator will be scheduled with each party. During this conference, your Mediator will review the mediation process and procedures and help you prepare for the mediation meeting. You will receive a mediation preparation and scheduling letter by mail or email following this conference that will provide details about your first mediation meeting.
  
- Mediation Meetings. Because of its biblical nature, Christian mediation encourages parties to have open and candid communications with and among one another. As such, mediation provides an environment where parties may speak freely without fear. At the beginning of the mediation, the ground rules will be established and each party will have an opportunity to make a brief opening statement. After this, your Mediator will devote as much time as needed to allow the parties to share the facts and circumstances they believe are important, as well as their perspectives, concerns and objectives. The Mediator will work to ensure that each party clearly hears the perspectives and concerns of the other parties involved as this is essential to a full and fair resolution of the issues. While you will spend most of your time in mediation meetings together, your Mediator may ask to speak with one party privately at some point to address a particular point of concern that deserves individual attention or consideration. Your Mediator will work diligently to identify all the critical issues and to explore all potential solutions. While ultimate agreement is never guaranteed, your Mediator will work to assist you in reaching a full resolution of the issues you are facing in a manner that honors and pleases our Lord.

The ultimate goal of mediation is to help the parties, with the power and guidance of the Holy Spirit, reach a final, legally binding agreement. Depending upon the issues, this may involve more than one meeting. Our *Mediation Procedures* and more information on mediation are available on our website in the **Our Services** section.

### **Arbitration**

The Bible makes it clear that Jesus' followers should not resolve their conflicts and disputes in the civil courts (1 Corinthians 6). Therefore, we encourage parties to agree to arbitrate any issues or disputes not fully resolved through mediation. If the parties sign a *Commitment to Arbitrate following Mediation* form or a separate *Agreement to Arbitrate* form (when the parties have not first tried to mediate), PeacePoint will proceed with arbitration as provided in our *Arbitration Rules*. In arbitration, a Peace Advocate is designated to sit as a judge and decide the matter. Our *Arbitration Rules* and more information on arbitration are available on our website in the **Our Services** section.

### **Appointment of a Peace Advocate**

If you and the other parties select either mediation or arbitration, we will suggest a Peace Advocate to serve as your mediator or arbitrator. Peace Advocates are Christians who have been trained to provide guidance and assistance to those involved in conflicts and disputes. Peace Advocates are appointed to serve parties in PeacePoint cases as provided in our *Mediation Procedures* and *Arbitration Rules*. Biographical information on Peace Advocates is available on our website.

### **Final Conference and Evaluations**

At the conclusion of the Christian Resolution & Reconciliation process, our administrator will schedule a telephone conference or an in-person meeting with you to discuss the process, the outcome and to tie up any loose ends. These final conferences are scheduled regardless of whether a full resolution of the issues or reconciliation of the relationship was reached during the process. They allow us an opportunity to provide perspective and guidance to the parties as they consider the next steps God would have them take. Evaluations are provided to the parties at the conclusion of every Christian Resolution & Reconciliation case. These evaluations ask for feedback from the parties on both the service provided and the Peace Advocate(s) providing the service. The information we obtain from these evaluations is invaluable to us as we seek to serve well.

### **Questions**

Please contact us at (704) 945-4900 or visit our website at [www.peacepoint.com](http://www.peacepoint.com).