

# Welcome

## Mediation Guide

Conflict  
Resolution



Syrena Williams | Legal Services, PLLC  
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# Welcome

We are glad to have you here and appreciate you considering our firm to help you with your current needs.

Our firm, Syrena Williams Legal Services, PLLC handles several mediations for individuals and businesses, with and without counsel. The nature of these proceedings are sensitive and confidential. We understand this and begin by listening to you, understanding the circumstances and then helping create resolutions that are acceptable to the parties.

We look forward to assisting you.

Syrena N. Williams  
Attorney at Law



# About the **Syrena N. Williams, PLLC** Mediator

Syrena brings a presence of patience, active listening skills, over 10+ years legal experience, over 20+ years of business management/consulting experience and certified coaching skills.

She is certified by NC Dispute Resolution Commission to mediate settlement conferences prior to litigation and for matters that are currently in District Court, Superior Court and Family Financial Matters. In addition to court issues, Syrena has mediated private individual and corporate matters.

Her track record is phenomenal in reaching resolutions by parties that may not normally be ordered in a court of law. This leaves the parties feeling heard, understood, accomplished and able to agree to an acceptable solution to move forward past this part of their life's journey.





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# What Is Mediation Mediation?

Mediation is a private process where a neutral third person, a mediator, assists the parties in discussing their differences and possible resolutions.

The parties are able to have discussions as a group and individually with the mediator to share any related information. The mediator is able to facilitate conversations that lead to amenable resolutions for all parties.

It is an affordable, timely, private and confidential process that can occur prior to any lawsuit being filed, during a court proceeding, or that is required by the court system once a complaint has been filed.



# Managing What to expect during mediation Expectation

Our mediation sessions are booked for a minimum of four (4) hours.

We begin mediation with a review of the rules and the mediation process. We review the items that we are here to resolve today.

The parties are given an opportunity to share their perspective of why they are here and how they got here.

There are opportunities to discuss each item individually as well as collective resolutions. As any agreement comes forward, the parties are given space and time to think about the offer, make sure that everyone has the same understanding and time to document and sign the agreed upon terms.



# Managing Managing Expectation Expectation

Mediation only works if all parties are willing to participate and show a good faith effort.

The mediator commits to being a neutral and impartial party during the entire process.

We expect individuals to share if they have any questions or concerns about the process.

We expect the everyone to be honest with what they share and what they need. If a party needs private time with the mediator, please let us know.

While we know emotional are normally high and are part of the process, we expect everyone to be respectful of one another.

We expect every participant to hold all things discussed in mediation in confidence.

We expect attorneys to help prepare their clients for mediation and let us know if they need any assistance with tips to share.





# Communication Policy

*Please note that we only communicate with our client(s)' about their own individual case(s).*

## **Preferred Method of Communication (in preferred order):**

### **Email**

Typically, email is checked and responded to once/twice a day between 10:00am - 10:30am(EST) and 3:00pm - 3:30pm (EST). Having this scheduled time allows me to have uninterrupted dedicated time to work on cases, make court ceremonies, conduct mediations and attend any meetings outside the office as needed.

Normal response time is typically 1-2 business days, or sooner if time allows. All emails will be addressed during normal business hours.





# Communication Policy Cont'd

## Phone Calls

It is not our normal practice to accept unscheduled phone calls as our days are planned with work, meetings, court appearances, mediations and consultations. Instead, we encourage you to leave a message that includes your email address so that we can respond with any information you may need.

We believe that your time is valuable as well. When we accept your case, you are provided a link to schedule short conversations for any questions that you may have. Scheduled conversations ensure that we are both available to discuss your needs and provide undivided attention to do so. Please see your welcome email if you need access to the schedule link again.





# Communication Policy Cont'd

## **Text Messages (SMS/MMS)**

Our policy is to not provide cell phone numbers nor to communicate via text message regarding any secure matters. Text messages received by our attorney and staff will not be responded to by our office due to security concerns including the breach of any attorney/client privilege.

# Client Client Responsibilities Responsibilities

We believe in treating you the way we want to be treated. Please be sure that you respond to your emails in a timely fashion, as all letters, contracts and other information for mediation will be received in this manner.

A minimum of 72 hours/3 business days (whichever is greater) is required for all cancellations and rescheduling.

Please remember that we have reserved this time specifically for you and therefore, have denied any other requests.

Please arrive on time to mediation and be prepared to stay for our entire reserved time.



# Operations Hours of Operation Policy

Mondays - Thursdays

9:00am- 5:00pm

Fridays 9:00am - 1:00pm.

We have limited Saturday morning mediations available from 9am - 1pm. If you desire one of these spaces, please email us for availability.

## **Holidays:**

Our office is closed for all Federal and State Holidays.

We are also closed the week of Thanksgiving, the last two weeks of each year and the first week of every year for Christmas and New Year's.

## Contact Information:

Email: [Syrena@SyrenaWilliams.com](mailto:Syrena@SyrenaWilliams.com)

Telephone: (919) 907 - 3009

***\*See Communications Policy\****

# Book Your Mediation

Please click [here](#) to complete the form with the names of all parties involved so that we can do a conflicts check.

If we do not have any conflicts with any of the persons involved, everyone will receive an email with a link to select a day and time for mediation. Once selected, we will begin the process to get you to a palatable solution.

We look forward to working with you to best serve your needs!