



Union Internationale des Avocats
International Association of Lawyers
Unión Internacional de Abogados



Zagreb

Friday, October 5 & Saturday, October 6, 2012



UIA World Forum of Mediation Centres Meet the Officers of the World's Leading Commercial Mediation Centres

Seminar organised by the UIA Mediation Commission with the support of the Croatian Bar Association

American Arbitration Association/International Centre For Dispute Resolution – Arbitration Court at the Bulgarian Chamber of Commerce and Industry – ADR Center – Aequitas
ADR – Asociación Mexicana de Mediación y Arbitraje Comercial – Beijing Arbitration Commission – Brussels Business Mediation Centre – Centre for Effective Dispute Resolution (CEDR) – Centre Professionnel de Médiation – Chamber of National and International Arbitration of Milan – Chambre Suisse de Médiation Commerciale – Chambre vaudoise du commerce et de l'industrie – Cour Européenne d'Arbitrage – InterMediation – International Chamber of Commerce – Centre de Médiation et d'Arbitrage de Paris – Centre de Résolution des Conflits – Concilia – Conciliation Centre of CCPIT/CCOIC – Consolat de Mar de Barcelona – CPR: The International Institute for Conflict Prevention and Resolution – Court of International Commercial Arbitration of the Chamber of Commerce and Industry of Romania – Euroarbitrage – European Center for Dispute Resolution (ECDR) – Hellenic Mediation and Arbitration Centre – Henning Mediation and Arbitration – Hong Kong Mediation Council – Institut d'Expertise, d'Arbitrage et de Médiation – London Court of International Arbitration – Malaysian Mediation Centre – Mediation Centre of Thessaloniki Bar Association – Netherlands Mediation Institute – Organismo di Conciliazione di Firenze (OCF) – Resolutia Gestione delle Controversie – Slovenian Association of Mediators – Societa Italiana per la Risoluzione Alternativa delle Controversie – The Chartered Institute of Arbitrators – The Law Society of New South Wales – World Intellectual Property Organisation

Introduction

The Forum of Mediation Centres was created in 2001 by the Mediation and Conflict Prevention Commission of the UIA. It brings together the most important commercial mediation and ADR centres from around the world and offers an occasion to exchange views on the development of ADR and best practices. It is also an occasion for centres to collaborate on specific programmes.

The meeting in Zagreb will be the 17th since the creation of the Forum. In this meeting, we want to

confront the needs of the public and the services rendered by mediators and mediation centres. In fact, mediation has grown in many directions under various intellectual influences and legal traditions. We felt it was time to compare what is done to what is needed. A great occasion for all of us to question and improve our practice.

Yet again, if you want to remain at the forefront of the latest thinking in mediation and ADR this is an event you cannot afford to miss.



Thursday, October 4

20:00

WELCOME COCKTAIL

Offered by the Croatian Bar Association

Koturaška 53,
Zagreb, Croatia

Transfers will be provided by the Croatian Bar Association **from the Sheraton Zagreb Hotel at 19:30.**



Friday, October 5

08:30 – 09:00

REGISTRATION OF PARTICIPANTS

Sheraton Zagreb Hotel

Kneza Borne 2, 10 000 Zagreb, Croatia

09:00 – 09:30

WELCOME AND OPENING OF THE SEMINAR

Branimir TUŠKAN, LL.B - *President of the Mediation Centre of the Croatian Bar Association (CBA), Tuškan Law Office, Zagreb, Croatia*

Croatian Bar Association (CBA) Representative

Driss CHATER, *UIA President, Fez, Morocco*

Krešimir SAJKO, *Professor emeritus, LL.D - President of the Mediation Centre of the Croatian Chamber of Economy, Zagreb, Croatia*

Orsat MILJENIĆ, LL.M - *The Minister of Justice of the Republic of Croatia*

09:30 – 11:30

► **Report from the “Demand” Side: What Businesses Expect from Commercial Mediators**

Moderator: F. Peter PHILLIPS, *Special Consultant, International Institute for Conflict Prevention and Resolution, New York City, NY, United States*

Speakers:

Mireille BOUZOLS-BRETON, *Former General Counsel, Technip, Paris, France*

Gilles MARTIN, *Legal Manager, Saipem, Paris, France*

Marina KRALJ MILISA, *Legal Counsel, Koncar-Electrical Industry Inc., Zagreb, Croatia*

Mladen VUKMIR, *Vukmir & Associates, IMI Certified Mediator, Member of the INTA Board of Directors, Immediate Past INTA ADR Committee Chair, AIPPI Croatia President, Mediator Trainer, Zagreb, Croatia*

Aleš ZALAR, *Former Minister of Justice, ADR Expert, Ljubljana, Slovenia*

The Forum engages in valuable discourse on the skills and challenges of mediation, but only periodically hears from the parties that are the object of our efforts: companies that are engaged in disputes and seek assistance from mediators. This panel will assemble a group of corporate representatives who will share their experiences – both good and bad – with mediation. Have they, in fact, resolved disputes through mediation? Which mediators have been skillful, and which

have made matters worse? What are some of the pitfalls that mediators should avoid if they want to add value to businesses?

11:30 – 11:45

COFFEE BREAK

11:45 – 12:30

► **Mediation styles (first part)**

- **Characteristics of different mediation styles**

Moderators: Regine LANG-SASSE M.A., *Lawyer, Mediator and Trainer, Managing Partner of GoergenLang Wirtschaftsmediation, Legal Counsel at Munich Reinsurance Company, Munich, Germany*

Colin J. WALL, *Mediator and Trainer, Managing Director of Global Mediation Services Ltd., Co-President of the UIA World Forum of Mediation Centres, Hong Kong SAR, China*

Speakers:

Jeffrey S. ABRAMS, *Attorney and full time Mediator in Houston, TX, United States*

Marko IRŠIČ, *Mediator and Trainer, Master Practitioner NLP, Managing Partner of the Rakmo-Institute, Laibach/Ljubljana, Slovenia*

Thierry GARBY, *Co-President and Founder of the UIA World Forum of Mediation Centres, Avocat Honoraire, Mediator, Trainer, Paris, France*

Thierry BÉRIAULT, *Médiateur, Professeur et Avocat, Président de l'Institut de médiation et d'arbitrage du Québec (IMAQ) et co-président de l'Institut de médiation dans l'espace francophone (IMEF)*

As Leonard L. Riskin said: “Most commentators, as well as mediators, lawyers and others familiar with mediation have a definite image of what mediation is and ought to be. For these reasons, almost every conversation about mediation suffers from ambiguity, a confusion of the “is” and the “ought”.

This creates great difficulties when people try to determine whether and how to participate in mediation, and when they grapple with how to select, train, evaluate or regulate mediators”. The Forum will give an insight into the theoretical backgrounds of basic mediation styles. Some findings of a research in the 6th ICC International Commercial Mediation Competition about characteristics of different mediation styles will be presented and short style demonstrations with a business case dispute will display the differences of each approach.

12:30 – 14:00

LUNCH

14:00 – 15:30

► **Mediation styles (second part)**

15:30 – 15:45

COFFEE BREAK

15:45 – 17:30

► **Mediation within a global internal justice system**

Speakers:

Camilo AZCARATE, *Manager of the Mediation Services, The World Bank Group, Washington, DC, United States*

Georges FEGHALI, *Attorney, Mediator, Arbitrator, Beirut, Lebanon*

Thierry GARB, *Co-President and Founder of the UIA World Forum of Mediation Centres, Avocat Honoraire, Mediator, Trainer, Paris, France*

Internal mediation in companies and organisations is a hot topic for many mediators and mediation centres. The problem is particularly acute in international organisations with a diplomatic status which does not allow staff members to use state courts. The World Bank Group designed a comprehensive internal justice system in which mediation plays a pivotal role based on independent mediators. Though it is specific, it raises and answers all the questions that have to be considered in creating an internal mediation scheme within an organisation. We are very grateful to Camilo Azcarate who is in charge of the mediation services within the group to have accepted to join us and explain this remarkable system. He will be interviewed by Georges Feghali and Thierry Garby who are both mediators for the World Bank.

20:00

DINNER AND DANCING

Vinodol Restaurant

Teslina 10, Zagreb, Croatia





Saturday, October 6

09:00 – 09:30

REGISTRATION OF PARTICIPANTS

Sheraton Zagreb Hotel

Kneza Borne 2, 10 000 Zagreb, Croatia

09:30 – 11:00

► How do centres meet clients' needs?

Moderator: Thierry GARBY, Co-President and Founder of the UIA World Forum of Mediation Centres, Avocat Honoraire, Mediator, Trainer, Paris, France

Speakers:

Calliope M. SUDBOROUGH, Deputy Manager, ICC Dispute Resolution Service, International Centre for ADR, Paris, France

Stefano AZZALI, Secretary General, Milan Chamber of Commerce Arbitration and Mediation Center, Milan, Italy

Gregory HUNT, Director, CEDR Solve and Client Relations, London, United Kingdom

Katarina KRESAL, President of European Centre for Dispute Resolution and Attorney at Law, Ljubljana, Slovenia

Elena Adina NICA, Manager of Publications and Projects Department, The Mediation Center in Craiova, Romania

Mediation centres are at the heart of the mediation market. They offer very different services. Are these services matching the demand as expressed by "clients" in the previous morning session? What can be done to improve their services? Should there be different types of services/centres?

11:00 – 11:15

COFFEE BREAK

11:15 – 12:30

► Become an even better mediator

Moderator: Fabienne VAN DER VLEUGEL, VDV Avocats, Attorney-at-law admitted in New York, Brussels and Meaux, Arbitrator, Accredited Mediator, Serris, France

Speakers:

Sanja TAFRA, Law Office Sanja Tafra, Attorney-at-law, Arbitrator, Accredited Mediator, Zagreb, Croatia

Nataša TATARIC, Attorney-at-law, Accredited Mediator, Zagreb, Croatia

Mladen VUKMIR, Vukmir & Associates, IMI Certified Mediator, Member of the INTA Board of Directors, Immediate Past INTA ADR Committee Chair, AIPPI Croatia President, Mediator Trainer, Zagreb, Croatia

Srđan ŠIMAC, Judge of the High Commercial Court of the Republic of Croatia and President of the Croatian Mediation Association, Mediator and Mediation Trainer, Zagreb, Croatia

Gordana RISTIN, Appeal Court Judge, Head of ADR Division Appeal Court of Ljubljana, Slovenia

A practical and interactive session during which experienced mediators will discuss various specific aspects of mediation, with concrete examples.

The purpose of the session consists in triggering discussions, debates and questions with the mediators of the audience in order to share experiences and compare viewpoints on topics such as:

- Abuse of mediation – How can a mediator prevent it?
- Agreement to mediate and mediation agreement: who is writing what, and how?
- Being an attorney-mediator: issues relating to conflict of interest, impartiality, neutrality, invoicing and liability dilemmas under the professional ethical regulations
- Being a judge and a mediator, two separate functions?

12:30 – 14:00

LUNCH

14:00 – 15:00

► **Become an even better mediator (continued)**

15:00 – 15:30

COFFEE BREAK

15:30 – 16:30

► **News from the centres – Future business of the Forum**

Speakers:

Thierry GARBY, *Co-President and Founder of the UIA World Forum of Mediation Centres, Avocat Honoraire, Mediator, Trainer, Paris, France*

Colin J. WALL, *Mediator and Trainer, Managing Director of Global Mediation Services Ltd., Co-President of the UIA World Forum of Mediation Centres, Hong Kong SAR, China*

All participants are invited to be in contact with Thierry Garby (address below) before the meeting if they wish to announce news from their centre or to suggest new business of the Forum.

20:00

OPTIONAL DINNER

Ribarski Breviar Restaurant

Kaptol 27, 10 000 Zagreb, Croatia



Organising Committee

Thierry GARBY

Co-President and Founder of the UIA World Forum of Mediation Centres, Avocat Honoraire, Mediator, Trainer

Paris – France

T +33 6 23 54 41 54

E t.garby@live.fr

Colin J. WALL

*Co-President of the UIA World Forum of Mediation Centres
Global Mediation Services*

Hong Kong – China

T +852 2575 5667

F +852 2574 5236

E cmahk@attglobal.net

Branimir TUŠKAN

President of the Mediation Centre of the Croatian Bar Association (CBA)

Zagreb – Croatia

T +385 1 37 74 967

F +385 1 37 74 004

E Branimir.tuskan@zg.t-com.hr

Fabienne VAN DER VLEUGEL

*Vice-President of the UIA World Forum of Mediation Centres
VDV Avocats*

Serris – France

T +33 6 13 19 40 45

E fabienne@vdrvocats.com

General Information

SEMINAR VENUE**Sheraton Zagreb Hotel (5*)**

Kneza Borne 2,

10 000 Zagreb, Croatia

T +385 (1) 45 53 535

REGISTRATION FEES

The registration fees for the Forum are:

€ 290 until September 5, 2012 included

€ 340 from September 5, 2012 onwards

These fees cover participation in the seminar, coffee breaks, lunches on Friday, October 5 and Saturday, October 6, as well as the dinner on Friday, October 5.

The Welcome Reception on Thursday night, October 4, is complimentary as it is sponsored by the Croatian Bar Association.

The dinner on Saturday, October 6 is optional and an additional charge.

Please note that the number of places at the seminar is limited.

The organisers reserve the right to refuse registrations in the event of excess applications.

VISAS

Any person, who would like to receive a visa invitation letter to attend the seminar, should register and pay their registration fees during the early bird rate to ensure there is enough time to obtain a visa. Only then it will be possible to benefit from a reimbursement in case the visa was refused.* - **

Should we only receive your registration after the early bird deadline, only 50% of the registration fees will be reimbursed. In case your visa will be delivered after the date of the seminar, there will be no reimbursement.

* 100% refund of the amount paid minus € 50 (administrative costs).

** We need to receive proof of refusal before we proceed with the reimbursement.

CONTINUING LEGAL EDUCATION

Every participant attending the seminar will receive a "Certificate of Participation" at the end of the event, that may be used for obtaining "Credits" for "Continuing Legal Education" – "Continuing Professional Development" purposes, depending on national rules. For more information, please contact the UIA.

LANGUAGE

The working language will be **English**. There will be simultaneous translation in English-Croatian sponsored by the Ministry of Justice.

HOTEL ROOM RESERVATION

A limited number of rooms have been pre-booked at a preferential rate. Reservations should be made directly through the hotel. Credit card details must be given in order to secure your reservation.

Please note that room numbers are limited, we recommend that you proceed with your reservations as soon as possible by using the hotel reservation form available on the seminar Website.

Hotels	Rates
Sheraton Zagreb Hotel (5*) Kneza Borne 2, 10 000 Zagreb, Croatia T +385 (1) 45 53 535 F +385 (1) 45 53 035 E sheraton.zagreb@sheraton.com www.starwoodhotels.com	Deluxe double room single occupancy € 120 Deluxe double room double occupancy € 137 Breakfast included Exclusive city tax of €1 per pers. per day Please download the hotel reservation form from our website: www.uianet.org
Hotel International (4*) Miramarska 24, 10 000 Zagreb, Croatia T +385 (1) 61 08 155 F +385 (1) 61 08 644 www.hotel-international.hr	Single room € 95 Double room € 105 Breakfast included Please download the hotel reservation form from our website: www.uianet.org

NOTE

The organisers may at any time, with or without giving notice, in their absolute discretion and without giving any reason, cancel or postpone the seminar, change its venue or any other published details.