

Online Mediation Program

Conflict is a fact of life. One that can be costly for any business. When conflicts are not addressed promptly, the situation can escalate resulting in legal costs, wasted time, loss of customers, and a damaged reputation.

Online mediation enables business owners to address disputes before they become costly. On MCP's private, browser-based mediation platform, disputes can be resolved quickly, anywhere the internet can be accessed.

Trained mediators guide the parties through a confidential negotiation process to reach a mutually beneficial agreement.

Online mediation is a convenient way to address conflict quickly and creatively, thus minimizing its cost.

The Mediation Center of the Pacific



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The Mediation Center of the Pacific

Established in 1979, MCP is a 501(c)(3) not-for-profit corporation that has been providing Oahu's communities with affordable and accessible dispute resolution services for 40 years.

Online Mediation

*Mediation that meets
you where you are*



THE MEDIATION CENTER OF THE PACIFIC, INC.
Bringing People Together to Talk and Resolve Conflict Creatively

WHAT IS MEDIATION?

Mediation is a confidential, informal process where a trained, impartial third party (the mediator) helps people in dispute come to a mutually beneficial solution.

Through private and joint sessions, people in conflict can express their perspectives and negotiate solutions to resolve their differences.

The best people to resolve a conflict are the people in the conflict

When an agreement is reached, the mediator helps to put the terms in writing. The mediated agreement is signed by all participants, and they each keep a copy.

Mediation allows for creative, legal solutions that might not present themselves using other processes. The parties are empowered to craft their own solutions, but are also aided by experts in negotiation and dispute resolution.

BENEFITS OF ONLINE MEDIATION

- Available 24/7
- Confidential resolution of disputes
- Maintains good relationships with your clients and/or vendors
- Establishes a reputation for handling disputes quickly and civilly
- Engages with your clients seamlessly over the internet
- Offers professional mediation services with well-trained mediators
- Resolves disputes quickly and conveniently

What makes online mediation different?

Communication is through text.

Participants don't see each other.

Conversation is spread over several instances rather than one long session.

You participate at any time from a location that is convenient for you. There is no pressure.

HOW TO START A CASE

Email mcp@mediatehawaii.org to request a mediation with the Subject Line "Online Mediation Request", or call the Mediation Center of the Pacific office at (808) 521-6767.

Your case will be opened and a mediator assigned. You will receive an e-mail inviting you to register for your mediation. Click on the link in the e-mail, answer the demographic questions, and sign the Confidentiality Agreement.

The mediator will begin the mediation in the "Conversation Tab" once both parties have registered. You can answer in the "Everyone" section and or the "Private" section, which can only be seen by you and the mediator.



Tip!

Check your Junk or Spam folder for the initial registration e-mail.

Make sure to "trust" the e-mail: no-reply@courtinnovations.com