

## The 3 minutes of GENEVACCORD ADR – n°6 April 2014

### Swiss Chamber of Commercial Mediation Agnès Fuchs Holdener – Working behind the scenes



We cannot do enough to thank those who work behind the scenes but who are vitally important to the successful running of organizations.

Indeed, with his role as a financial auditor, Guy A. Bottequin has drawn attention to the hard and meticulous work done by Mme Agnès Fuchs Holdener.

GENEVACCORD ADR warmly congratulates her on the work she does!

Her work is key to assuring the sustainability of an organization, which could not survive without it.

It enables an organization to demonstrate its strength and give potential clients a feeling of security and trust, essential for its credibility.

The work involves three main strands, at which Agnès Fuchs Holdener excels:

- ✓ Meet client requests, demonstrating quick response times and availability;
- ✓ Implement management decisions, rendering them operational;
- ✓ Follow up with a report to management and to the members of the organization.

C S M C   Chambre Suisse de Médiation Commerciale  
S K W M   Schweizer Kammer für Wirtschaftsmediation  
C S M C   Camera Svizzera per la Mediazione Commerciale  
S C C M   Swiss Chamber of Commercial Mediation

### Training on 9-10 April 2014 "Introduction to Mind Mapping and its use in mediation"

On the instigation of Jeremy Lack (*photo*), Co-President of the French-speaking section of the SCCM, 16 experienced mediators undertook specialist training to learn about this innovative method, which can be applied to mediation.



M. Frédéric Le Bihan, founder and director of the French School of Heuristics, proved to be an exceptional trainer.

Find out more (*in French*): [www.efh.fr](http://www.efh.fr)

GENEVACCORD  
ALTERNATIVE DISPUTE RESOLUTION

& CONSENT  
appropriate dispute resolution

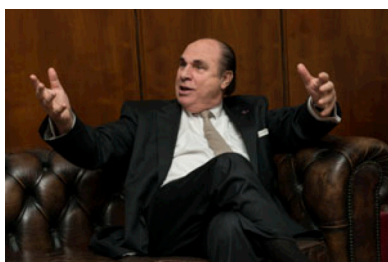
### An alliance to create a North-South Pan-European Axis for conflict mediation

With a hub in Brussels and offices in Amsterdam and Paris, Con-Sent ADR brings together professional conflict mediators who are passionate about and experienced in effective and extra-judicial conventional resolution of international disputes.

Driven by the same desire to **empower** parties, making them **masters of their own destiny**, each of the mediators who are partners in Con-Sent ADR embraces a cross-border and European approach.

Supported by their common vision and values, GENEVACCORD ADR & Con-Sent ADR have formed an alliance with a view to creating a **Pan-European Axis** for the effective promotion and development of conflict mediation:

**The Hague - Amsterdam - Brussels - Paris - Lyon – Geneva - Turin – Rome**



From left to right:

**Virginie Martins de Nobrega** (Con-Sent ADR), **Guy A. Bottequin** (GENEVACCORD ADR),  
**Georges Hanot** (Con-Sent ADR) and **Roger Ritzen** (Con-Sent ADR)

The first working session in Paris on Wednesday, 2 April 2014 resulted in an alliance agreement being drawn up. A Pan-European joint event is planned for Autumn 2014.

Con-Sent ADR website:  
[www.con-sent.be/en](http://www.con-sent.be/en)

**Training for international real estate professionals by GENEVACCORD ADR**

M. Guy A. Bottequin has been appointed to speak in Paris on 3 - 4 April 2014 to the 13 members of the Chamber II International Real Estate Section, to raise their awareness of conflict mediation.



**Switzerland at the world heart of conflict resolution and assisted negotiation**



Our firm has been appointed to lead a mediation initiative being set up between two countries at risk in the Maghreb. Due to strict confidentiality requirements, we are not able to give any more details.

**Switzerland's national umbrella body of mediation organizations (FSM/SDM)**

The committee of the GPM (Group for Mediation) appointed Guy A. Bottequin to attend and participate in a strategic review of the FSM/SDM, addressing its future role and its relationship with the various national mediation organizations in Switzerland. The review also focused on active promotion of mediation and a field strategy to increase demand for mediation projects, for all its members and all members of Swiss mediation organizations.

**GENEVACCORD ADR invited by the President of the Bar of Liège, Maître André Renette, to the International Symposium on Mediation on 28 March 2014**



The event brought together nearly 200 participants - lawyers and judges.



At the start of the day, a role-play by the mediation trainer Daniel Courbe (*photo*) and two actors playing parties being assisted by their respective lawyers, provided a concrete introduction to the conflict mediation process.

The role-play was interrupted at appropriate moments by Maître Isabelle Tasset (trainer, lawyer and mediator) and Maître Pierre Henfling (lawyer and mediator), who intervened to give a training perspective on the situation.



Maître André Renette,  
President of the Bar of Liège



Maître Pierre Henfling  
et Maître Isabelle Tasset

Guy A. Bottequin took part in the panel session at 11.00 am on **"The role of lawyer: as mediator; as counsel"**, along with his colleagues Gabrielle Planès, Martine Stainier-van der Wielen and Gilles Lopez.

11 HEURES

**LE RÔLE DE L'AVOCAT :**  
- EN TANT QUE MÉDIATEUR  
- EN TANT QUE CONSEIL

- ✦ **Gilles LOPEZ**, bâtonnier de Saint-Etienne, médiateur, président de la CNPM
- ✦ **Gabrielle PLANES**, présidente de l'ANM de Paris, co-présidente de l'IMEF
- ✦ **Martine STAINIER-van der WIELEN**, médiatrice aux USA et en France, membre de l'IMEF et de l'ANM
- ✦ **Guy BOTTEQUIN**, médiateur assermenté par le Grand Conseil de la République et Canton de Genève, membre de l'IMEF

Find out more : <http://bit.ly/1hN8919>



**The 5<sup>th</sup> Montalieu Meetings - 28, 29, 30 and 31 May 2014**  
**"Active and empathic listening and effective communication"**  
Organized in partnership with Ifomene,  
the Institute for Training in Mediation and Negotiation

Maître Patrick Etienne Dimier and Guy A. Bottequin will attend this 3 full days retreat along with experienced mediators, in the following areas:

1. Communication: means of manipulation & authentic/genuine communication.
2. Non-verbal communication & communication as a tool for effectiveness.

Find out more: <http://www.chateau-montalieu.com/en>



**Poetic reflection of the month, suggested by our Paris correspondent Mme Elisabeth Schmitlin, family mediator working in prisons:**

At a workshop held in our mediation room, Madame Schmitlin shared a quote that perfectly reflects GENEVACCORD ADR's definition of a mediator:

*"The mediator must relate to people like the conductor of an orchestra, listening to his musicians and directing them in what they need to do. He needs to pick up on a flat note or a word, creating harmony in singing together and achieving greater musical wisdom. Harmony is different to unison; otherwise there would be no music."*

*Elisabeth Schmitlin*