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## **Santa Lucia Group Mediation and Multi-stakeholder Facilitation Services**

The Santa Lucia Group LLC is a full service company experienced in mediation and multi-stakeholder facilitation. Mediation is a negotiation session between two or more parties. It is an informal and non-adversarial process where the purpose is to reach a mutually acceptable and voluntary agreement between all parties. With mediation, all decision-making authority rests entirely with the parties. The mediator acts as a facilitator, guiding the parties in identifying issues within the dispute, engaging in joint problem-solving, and exploring creative settlement alternatives. The parties in mediation are frequently more satisfied with a mediated solution created by them than with an outcome imposed on them by a judge or jury. Mediation may be able to be conducted confidentially so all parties

The use of mediation can find solutions to disputes in both the private and public sectors. The Santa Lucia Group LLC employs experienced professionals to assist you in resolving conflicts through the mediation process.

Similarly, through multi-stakeholder facilitation, we assist organizations and public agencies in arriving at meaningful decisions. Where diverse opinions need to be considered and where consensus is desired in creating lasting results, facilitation can provide the means to attain agreement in a broad spectrum of topics, from environmental to planning to education. We specialize in organizations and agencies representing culturally diverse groups.

Contact us to schedule a mediation or multi-stakeholder facilitation.



Community Involvement and Meeting Facilitation

**Santa Lucia Group  
Background and Services**

**MEDIATION SERVICES**

- *Neighbor Relationships*
- *Debt*
- *Workplace Conflict*
- *Landlord/Tenant Disputes*
- *Land Use, Environmental and Public Policy Disputes*
- *Property*
- *Family Relationships*
- *Consumer/Business Disputes*
- *Vandalism*

*On the U.S. Institute for Environmental Conflict Resolution Roster*

**MEETING FACILITATION AND OTHER SERVICES**

- *Lead group and public meetings*
- *Facilitate productive discourse*
- *Our staff and volunteer mediators will help facilitate group discussions and meetings.*

*We can design, organize and facilitate:*

- *Public Meetings*
- *Organizational and Board Retreats*
- *Business Meetings*

**What is the Difference Between Mediation and Facilitation?**

Mediation is a consensual process in which an impartial third person(s) assists two or more parties to reach a voluntary agreement which resolves a dispute or provides options for the future. The Santa Lucia Group mediators help the parties identify their individual needs and interests, clarify their differences, and find common ground. A few points to keep in mind:

- The parties are the decision makers; the mediators do not render a decision.
- The parties determine the issues that need to be addressed; the mediators guide the process, help the parties discuss the issues and maintain a safe environment.
- The mediators do not give advice to the parties, legal or otherwise. However, in some instances, the mediators may help the parties generate options for the parties to evaluate, possibly with the advice and assistance of another professional.
- The process is usually confidential, with any exceptions disclosed and discussed prior to beginning a mediation.
- The success of mediation rests largely on the willingness of the parties to work at understanding each other and to seek solutions that meet each other's needs.

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