

## **The Role of an ADR Service Provider in C2C Conflicts**

### ***What is an ADR Service Provider?***

A neutral conflict management organization with diverse dispute resolution expertise and services available to assist parties to design and implement appropriate dispute resolution (ADR) processes.

### ***What does an ADR Service Provider Do?***

ADR Service Providers continuously ensure a quality, consistent, timely and complete dispute resolution process by:

1. Conducting an initial assessment with all parties to gather and share information to identify issues and to explore, explain and plan for appropriate dispute resolution options.
2. Ensuring the right parties are at the table and managing logistical details and administrative requirements.
3. Assisting with the design and selection of appropriate dispute resolution processes and professionals as well as supporting commitments to proceed by facilitating open and effective communication and information exchange among the parties.
4. Facilitating the ADR Professionals and the Parties to convene and manage their preliminary dispute resolution design meeting and subsequent dispute resolution events to closure.

### ***ADR Professionals and Parties benefit from using an ADR Service Provider through:***

- Extensive experience with ADR processes and complex case management
- Timely and cost effective processes
- Well prepared, coached and focussed participants
- ADR professional neutrality and impartiality preserved
- Compliance with legal and regulatory requirements
- Informed decisions based on project plans and budgets

For More information:

Alberta Energy and Utilities Board | Appropriate Dispute Resolution (ADR)  
[www.certus-strategies.com](http://www.certus-strategies.com)