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Register mediator

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Mediation



Bemiddeling



Training



Advies



Theme: How mediation in local municipalities can win a lot of trust with their inhabitants and reduce legal costs for all parties!

Kaag en Braassem – mediation as a value in decision making and in conflicts of interest afterwards

- Municipality with 11 villages in the province of South Holland with 25.000 inhabitants
- Organization with 180 civil servants
- Local council has given many opportunities for right to challenge and private initiative
- Community has a lot of people who have their own company
- Big agricultural sector for flowers and a flower knowledge centre
- Council wants to invest in the relation between the local government and the inhabitants

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Mediation skills for the civil servants

- For all civil servants in the administration there are frequent trainings for mediation skills
- Skills to use in the process of decision making
- Learn to think in solutions and to see the law as an instrument and NOT as a goal
- In the last two decades a strong increasement of legal costs because of procedures against the government and eachother
- Change of attitude
- Thinking in the different interests and start early with a risk check of possible conflicts of interest

Primary process of decision making

- An intake procedure to make a schedule of all relevant parties and interests in the process
- Sometimes a location visit
- Thinking in alternative possibilities
- Flexible in spatial planning
- Reduction of regulation

Open mind

- All participants need to have an open mind
- Mediation is the main instrument
- Tool of a risk calculator
- Minimizing conflicts of interest
- Searching for the real question (question behind the question)
- Pro active way of working
- Innovation in legal procedures
- Communication as a way of living
- Durable solutions

Conflicts after decision making

- Decision made
- Neighbours start legal procedure
- Civil servant/internal mediator starts mediation
- Looking for all the interests
- Investigating acceptable solutions for the government
- Start with listening
- Listening shows respect and gives a change of attitude
- Combining relevant interests
- Investment in relation and transformation

Results?!

- More work satisfaction for civil servants
- New creative solutions
- New cooperation between citizens
- 60% reduction of legal procedures
- More sustainable relations in suburbs
- Accent on communication
- Less government solutions
- More public participation
- Changed attitude of people

Working together between municipalities

- Start of a mediation pool
- Exchanging mediators
- Internal mediators
- Saving costs
- Formal and informal mediations
- Lessons learned
- Joint trainings and workshops
- Inversion
- Sharing knowledge and specialism

Statements

- Durable communication is more important than a solution to a problem!
- Mediation is free because of the savings in legal costs
- Pre mediation (in decision making) is much more usefull than mediation
- Mediation provides new creativity for local communities
- Civil servants can be excellent internal mediators?
- Mediation is a tool without borders