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# Strategic Mediation

Applying policy with human judgement

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**Cosil Solutions Ltd**

Civil and Commercial Mediation | Strategic Dispute Consultancy

## What Strategic Mediation Means

Strategic mediation is not simply about facilitating conversation. It is about helping people reach outcomes that are workable, proportionate, and sustainable within real systems.

At Cosil Solutions, mediation sits at the intersection of people, policy, and practical decision-making. Disputes involve emotions, power imbalances, and pressure, but they also sit within contracts, procedures, regulatory expectations, and operational limits. Our role is to help parties apply those constraints with clarity and human judgement, so decisions hold beyond the mediation room.

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## Who This Is For

Strategic mediation supports individuals and organisations at any stage of a dispute: emerging, ongoing, entrenched, or subject to formal scrutiny. It is suitable where direct dialogue has become difficult, where a resolution needs to withstand regulatory or legal scrutiny, or where relationships must be preserved alongside a resolution. This includes:

- Tenants and leaseholders
  - Landlords and property managers
  - Housing providers and organisations
  - Employers and employees
  - Commercial parties in dispute
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## Our Approach

We do not treat mediation as a one-off event. We approach it as part of a wider dispute trajectory, attending to how the dispute arose, what risks it carries, what stage it has reached, and what any agreement will need to withstand in practice.

Our work is informed by direct experience of complaints processes, policy application, and the consequences of poorly framed agreements. Every engagement focuses on:

- Bringing structure and stability to situations that have become difficult to manage
  - Understanding the full context and history of the dispute
  - Identifying risk, consequence, and what each party actually needs
  - Supporting decisions that can be implemented and will hold over time
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## Our Methodology

All Cosil Solutions mediation work is underpinned by the R.E.S.O.L.V.E.™ framework, a proprietary methodology developed through direct practice across civil, commercial, and organisational disputes.

The framework moves parties from uncertainty to clarity through a structured process that applies across the full range of dispute stages. It is not a generic tool: it reflects the specific judgement and experience that Cosil Solutions brings to every engagement.

The R.E.S.O.L.V.E.™ framework is proprietary to Cosil Solutions Ltd and is not published in full in this document. Licensing arrangements for organisations are available on request.

## What the Process Involves

Strategic mediation is:

- Voluntary and confidential: what is discussed cannot be used as evidence in court
- Facilitated by an impartial mediator who does not take sides or impose outcomes
- Structured and focused on reaching practical, implementable agreements
- Informed by the relevant policy, contractual, and regulatory context
- Human, measured, and proportionate in tone and approach throughout

Parties are supported to explore options in a safe environment. No agreement is final unless all parties have consented to it. Even where no full settlement is reached on the day, mediation consistently clarifies the real issues and narrows the dispute significantly.

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## When Mediation Adds the Most Value

Strategic mediation is effective at every stage of a dispute. It is particularly valuable where:

- Direct engagement has broken down or become confrontational
- Positions have hardened and the dispute feels stuck
- Legal action is being considered, is underway, or has stalled
- A resolution is needed that will withstand regulatory or legal scrutiny
- Working or commercial relationships need to be preserved or managed carefully
- Decisions carry reputational, financial, or governance consequence

There is no stage at which mediation becomes unavailable. Even in entrenched or formally escalated matters, structured dialogue can shift the dynamic and create conditions for resolution.

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## Outcomes We Focus On

We measure outcomes by what holds over time, not just what is agreed on the day. Successful mediation typically results in resolution without court proceedings, reduced timeframes and cost, clear and implementable agreements, and preserved relationships. Where full settlement is not reached, it narrows the dispute and creates a clearer path forward.

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## Readiness Assessment

We offer a confidential Readiness Assessment for individuals and organisations considering mediation. This is a working conversation focused on where the dispute currently stands, the key risks and pressures involved, whether mediation is the right intervention at this stage, and what practical next steps look like.

We take a limited number of engagements at any one time to maintain proper focus and quality.

## Important Notices

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The R.E.S.O.L.V.E.™ name and framework are proprietary. Licensing arrangements are available for organisations wishing to implement the framework internally. Please contact us for details.

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### This Document Does Not Constitute Legal Advice

The content of this guide is provided for informational and educational purposes only. It reflects the professional experience and practice of Cosil Solutions Ltd in the field of civil and commercial mediation and dispute consultancy.

Nothing in this document should be construed as legal advice, nor does it create any legal or professional obligation on the part of Cosil Solutions Ltd or the reader. Individuals and organisations dealing with disputes are strongly encouraged to obtain independent legal advice appropriate to their specific circumstances.

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### Professional Status

Cosil Solutions Ltd is a civil and commercial mediation and strategic consultancy practice. It provides mediation, dispute consultancy, and strategic dispute support services.

Cosil Solutions Ltd does not provide legal advice or legal representation. Clients requiring legal advice in connection with any dispute or complaint are encouraged to seek independent legal counsel appropriate to their specific circumstances.

Cosil Solutions Ltd is registered with the Information Commissioner's Office (ICO) and holds professional indemnity insurance.

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### Confidentiality

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Where this guide is made available as a public download, readers are reminded that any engagement with Cosil Solutions Ltd, including initial consultations and readiness discussions, is conducted on a confidential basis. Information shared with us is not disclosed to third parties without consent, except where required by law.

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### Our Commitment to Responsible Practice

Cosil Solutions Ltd is committed to operating as a responsible, proportionate practice. We are a low-footprint, digitally delivered business. We minimise unnecessary resource use in how we work and how we deliver our services.

Our approach to dispute resolution is itself grounded in proportionality: we support outcomes that avoid unnecessary escalation, wasted resource, and avoidable cost. We consider this a reflection of responsible professional conduct as much as good practice.

We are committed to reviewing and improving our approach to responsible practice on an ongoing basis.

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### Contact Cosil Solutions Ltd

[www.cosilsolutions.co.uk](http://www.cosilsolutions.co.uk) | [admin@cosilsolutions.co.uk](mailto:admin@cosilsolutions.co.uk) | 07587 065 611

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