



Case Ambassador Program

Features

Overview

Attorneys and their clients can benefit from a creative approach to mediating disputes with layers of issues. With ADR Systems' Case Ambassador Program, parties work with an experienced mediator — who acts as a case ambassador — before the mediation to resolve behind-the-scenes issues that could impede or delay settlement during mediation later on.

Multi-party construction, mass-tort, insurance coverage, subrogation and trusts & estates cases, along with many others, have benefitted from the approaches taken by case ambassadors in this program to help resolve issues before the actual day of mediation.

The Case Ambassador Program has successfully addressed the following issues:

- Divergent perspectives on value, distribution of liability, etc.
- Situations involving multiple carriers or insurers
- Disagreements about coverage
- Negotiation stalemates because of delay tactics
- Debates about offers/demands before the mediation
- Presumptions among parties that they are too far apart to settle
- Any other issues or obstacles that may prevent parties from moving forward with mediation

Case ambassadors have engaged with parties before mediation in multiple ways:

- Private calls to counsel
- Evaluative discussions regarding coverage and insurance claims
- Defense-only conferences
- Custom mediation process design with case manager
- Guided discovery

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Case Ambassador Program

Benefits

Cost-effective Program

There is no extra charge for these services. Under this program, consulting, planning and scheduling are all handled by the case manager at no cost; parties only pay the regular hourly rate for the mediator's time.

Custom Design

The Case Ambassador Program is designed to fit your needs; however, timing is crucial for parties to gain the most from this process. Counsel should contact ADR Systems early. Case ambassadors need ample time to understand the dynamics of the case, help develop the best processes to address issues and ready the case for success at mediation.

Efficient Process

Not only do you receive the services of a highly skilled mediator functioning as a case ambassador, but you also receive the services of an experienced case manager at ADR Systems. Your case manager will consult with you and the other parties regarding all aspects of your dispute and coordinate the specific design of the program. This combined effort creates efficiencies and momentum to move the case forward, minimizing the demand on your time.

Experienced Neutrals

Senior mediators at ADR Systems with decades of experience as litigators, judges and neutrals serve as case ambassadors. A case manager will help you select the most appropriate mediator to serve as your case ambassador based on the needs of each case.



Case Ambassador Program

Success Stories

Hon. Christopher E. Lawler, (Ret.)



Cases with Many Adjusters & Significant Authority

“Carrier-level issues can dog the prospect of settlement. As a case ambassador on one case of note, I helped the parties accept that their case required significant authority to settle. During pre-mediation, I reviewed reports from experts well in advance and, at defense counsel’s request, spoke to adjusters with different layers of coverage. This groundwork precipitated a mediation months later with adjusters who participated with the necessary level of settlement authority – authority they would have lacked without our earlier conversations. In fact, thanks to our advanced work, the case settled three hours after the mediation started.”

Hon. Kay M. Hanlon, (Ret.)



Cases with Multiple Plaintiffs & Defendants

“I have settled many matters involving multiple plaintiffs and defendants as a case ambassador. Getting to a resolution starts with pre-mediation contact: Conversations with each of the parties that help me understand their theories of the case and work them away from finger-pointing. This approach would take hours if started at the mediation session; parties would be left to themselves for extended periods, feeling unattended. As a case ambassador, I cut that out of the equation. Everyone comes to mediation knowing I understand their positions. That is key to settling multi-plaintiff and multi-defendant cases in one session rather than multiple sessions.”

Hon. Larry G. Axelrood, (Ret.)



Cases with Insurance Coverage Issues

“The Case Ambassador Program has helped to settle complicated cases layered in insurance coverage issues. Parties should first sort through coverage with a case ambassador before they proceed to mediation; otherwise, these issues will prolong the process and delay negotiation of the dispute. As a case ambassador, I work through each coverage issue with the parties over the phone prior to mediation, clarifying perspectives and translating differing opinions from the other side to encourage dialogue. Only once these issues are sorted out can we begin to mediate. Everything moves more efficiently this way.”