



UNION INTERNATIONALE DES AVOCATS  
INTERNATIONAL ASSOCIATION OF LAWYERS  
UNIÓN INTERNACIONAL DE ABOGADOS

# THE UIA WORLD FORUM OF MEDIA- TION CENTRES

Meet the Officers of the World's Leading Commercial Mediation Centres  
*Friday, March 28 & Saturday, March 29, 2008*

## MILAN - ITALY



Sponsored by:  
**The Chamber of National and International Arbitration of Milan**

American Arbitration Association / International Centre For Dispute Resolution - Arbitration Court at the Bulgarian Chamber of Commerce and Industry - ADR Center - Aequitas ADR - Asociacion Mexicana de Mediacion y Arbitraje Comercial - Brussels Business Mediation Centre - Chamber of National and International Arbitration of Milan - Centre for Effective Dispute Resolution (CEDR) - Chambre Suisse de Médiation Commerciale - City Disputes Panel - Cour Européenne d'Arbitrage - InterMediation - International Chamber of Commerce - Centre de Médiation et d'Arbitrage de Paris - Centre de Résolution des Conflits - Concilia - Conciliation Centre of CCPI/CCOIC - Consolat de Mar de Barcelona - CPR: The International Institute for Conflict Prevention and Resolution - Court of International Commercial Arbitration of the Chamber of Commerce and Industry of Romania - Euroarbitrage - Henning Mediation and Arbitration - Hong Kong Mediation Council - Institut d'Expertise, d'Arbitrage et de Médiation - London Court of International Arbitration - Malaysian Mediation Centre - Netherlands Mediation Institute - Societa Italiana per la Risoluzione Alternativa delle Controversie - The Chartered Institute of Arbitrators - The Law Society of New South Wales - World Intellectual Property Organisation

## Presentation of the Mediation Forum

The Forum of Mediation Centres was created in 2001 by the Mediation Commission of the UIA. It brings together the most important commercial mediation and ADR centres from around the world and offers an occasion to exchange views on the development of ADR and best practices. It is also an occasion for centres to collaborate on specific programmes.

The meeting in Milan will be the 11th since the creation of the Forum.

Since the creation of the Forum, important changes have happened in the market of conflict prevention and resolution.

This meeting is particularly dedicated to following these new trends.

Med arb is a promising but difficult dispute resolution procedure. It is obviously needed but few practitioners and centres actually use it. We will discuss this procedure and see if and how we can make it successful.

Dispute prevention and the maintenance of ongoing relationships is an area of growing importance for the parties. The Forum will look at ways to provide efficient services to prevent conflict in contracts and discuss the possibility for centres to enter this activity.

The intervention of an Ombudsman is also one of the ways to manage possible disputes and resolve existing ones. Obviously Ombudsmen and mediators have a lot in common. With the participation of the International Ombudsmen Association we shall explore this important field.

The UIA World Forum of Mediation Centres wants you to remain at the forefront of conflict prevention and resolution. This meeting is to help you to do so.

## Thursday, March 27, 2008

18:30 - 20:30

### **WELCOME COCKTAIL HOSTED BY:**

The Chamber of National and International Arbitration of Milan

#### **Venue:**

**Palazzo Affari ai Giureconsulti, Sala Terrazzo**

(meeting room of the Milan Chamber of Commerce)

Piazza Mercanti, 2, Milan

## Friday, March 28, 2008

9:00 - 9:30

### **REGISTRATION OF PARTICIPANTS**

#### **Venue:**

**Palazzo Turati**

Via Meravigli 9/b

Milan, Italy







9:30 – 9:45 **OPENING SESSION AND INTRODUCTION**

**Stefano AZZALI**, Secretary General, Chamber of National and International Arbitration of Milan, Milan, Italy

**Corrado DE MARTINI**, UIA First Vice-President, Rome, Italy

9:45 – 11:00 **Ombudsmen and Mediators**

The use of Ombudsmen in public and private organisations is growing rapidly. Their task is often similar to that of a mediator though they may employ different techniques. The International Ombudsmen Association has kindly offered to share their reflections. A lot to learn for all of us.

**Steven G. CORDERY**, Ombudsman – United Technologies, London, UK

**Thierry GARBY**, President of the UIA World Forum of Mediation Centres, Lerins Avocats, Paris, France

11:00 – 11:15 **COFFEE BREAK**

11:15 – 12:45 **Med arb**

Med arb (the combination of mediation and arbitration) is a very attractive concept. There are many definitions of it. It raises a number of legal questions. We propose to explore the possibilities offered by med arb to make it an efficient tool of conflict resolution.

**Colin J. WALL**, Deputy President of the UIA World Forum of Mediation Centres, Hong Kong, China

**Stefano AZZALI**, Secretary General, Chamber of National and International Arbitration of Milan, Milan, Italy

**Michelangelo CICOGNA**, Partner, De Berti Jacchia, Milan, Italy

12:45 – 14:15 **LUNCH**

14:15 – 15:45 **Conflict Prevention**

Even through negotiation and mediation, conflict resolution is just not enough. In long-term relationships or in contracts for the completion of a project, conflicts should be prevented. Three experts of various conflict prevention methods will explain and help us understand how such goals can be achieved.

**Colin J. WALL**, Deputy President of the UIA World Forum of Mediation Centres, Hong Kong, China

**Mélanie MEILHAC**, ICC ADR Services, Paris, France

**Frank CARR**, Carr Swanson & Randolph, LLC, Ellicott City, Maryland, USA

15:45 – 16:00 **COFFEE BREAK**



16:00 – 17:30 **Conflict Prevention: A New Market for Mediation Centres?**

The audience will be invited to discuss with the experts the possibility of offering such conflict prevention services outside the field where they normally operate

**Giovanni DE BERTI**, Partner, De Berti Jacchia, Milan, Italy

20:30 **DINNER**

**La Brisa**

Via Brisa, 15, Milan

Tel : +39 02 86 45 05 21

**Saturday, March 29, 2008**



9:00 – 9:30 **REGISTRATION OF PARTICIPANTS**

**Venue:**

**Palazzo Turati**

Via Meravigli 9/b

Milan, Italy

9:30 – 11:00 **Non-verbal Communication**

We all know that non-verbal communication is key to mediation and negotiation. It is also a fairly risky exercise to interpret one's body language. Non verbal communication very much differs from culture to culture. And technologies add new challenges. It is important for us to reflect on some fundamental principles in this respect.

**Fulvio SCAPARRO**, psychologist and mediator, Milan, Italy

**Rinaldo SALI**, Deputy Secretary General, Chamber of National and International Arbitration of Milan, Milan, Italy

11:00 – 11:15 **COFFEE BREAK**

11:15 – 12:45 **News from the Centres**

Anyone willing to inform the Forum of new developments in a centre or a jurisdiction please inform **Thierry GARBAY** in advance.

**IMI development report**

**Mark APPEL**, Senior VP, International Centre for Dispute Resolution, Board Member, International Mediation Institute – Dublin, Ireland

12:45 – 14:15 **LUNCH**

14:15 – 15:45 **Future Business of the Forum and End of the Forum.**

20:00 **DINNER & ENTERTAINMENT** (optional)



## General Information



### Venue of the Forum

#### Palazzo Turati

Via Meravigli 9/b

20123 Milan, Italy

Tel: +39 02 85154536

### Registration Fees

The registration fees for the Forum are 300 €.

The fees cover the participation in the forum and lunches on March 28 & 29, as well as the dinner on Friday evening.

The dinner on Saturday night, March 29, is optional and an additional charge.

The welcome reception on Thursday, March 27, the meeting rooms and the refreshments are offered by the Chamber of National and International Arbitration of Milan to whom we want to express our gratitude. Please note that the number of places at the forum is limited. The organisers reserve the right to refuse registrations in the event of excess applications.

### Optional Activity

The dinner on March 29 is not included in the registration fees. If you wish to participate in this event, please indicate this on the registration form.

### Languages

The discussions will be in English. There will be no simultaneous translation.

## Hotel Room Reservation



A limited number of rooms have been pre-booked at a preferential rate at the Crown Plaza until March 6, 2008. Reservations should be made directly with the hotel. Credit card details must be given in order to secure your reservation. Please note that the number of rooms is limited. We recommend that you proceed with your reservation as soon as possible.

HOTEL	RATE
<b>Crown Plaza</b>	
Via K. Adenauer 3, San Donato	<b>March 27: 199 €</b>
20097 Milan, Italy	<b>March 28-29: 119 €</b>
Tel: +39 02 51 60 01	Breakfast and taxes included
Fax: +39 02 51 60 15	
<b>Please use the hotel reservation form for your reservation to benefit from these special rates.</b>	



## AIR FRANCE AIR FARES : UIA 2008 FORUM



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Discounts are applied to a wide range of airfares, in all classes of travel (Espace Première [First], Espace Affaires [Business] and Tempo [Coach] on all Air France flights worldwide.

**To access the preferential fares granted for this event, use this link: [www.air-france-globalmeetings.com](http://www.air-france-globalmeetings.com) or the website of this event.**

This present document of the event serves to justify the application of the preferential airfare. Keep it with you as you may be asked for it at any point of your journey.

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### **Note**

The organisers may at any time, with or without giving notice, in their absolute discretion and without giving any reason, cancel or postpone the seminar, change its venue or any other published details.



**Information / Online registration**

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