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The ADR Bulletin

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JAMS/Endispute was formed in 1994, the result of merger of two large ADR providers: Judicial Arbitration and Mediation Service and Endispute. It claims to be America's leading full-service provider of dispute resolution services, including mediation, arbitration and private trials. It comprises 350 experienced, neutral private judges, professional mediators and arbitrators. JAMS/Endispute operates out of 30 cities in 14 states. It has affiliates in other states, and claims to have corporate, governmental and individual clients all over the world.

The service's website promotional material states that 'ADR can be conducted in any manner to which the parties agree — as casual as a discussion around a conference table, or as structured as a private trial.'

Claiming that traditional litigation is expensive, time-consuming, and extremely stressful to the parties involved, it markets its services by drawing attention to the benefits of fast, early settlement, as well as flexible, creative solutions to disagreements. Also emphasised are the advantages of preserving control over disputes, preserving confidentiality, and providing early closure. Initiating an ADR process 'is as simple as a phone call to your nearest JAMS/Endispute office'.

The service requires that all its members of judicial panels, including retired and former federal and state court judges, undertake their course in mediation skills and other aspects of private dispute resolution.

The service has also developed an ADR education and training programme which is offered in conjunction with the Institute for Dispute Resolution at Pepperdine University School of Law.

Other aspects of the total ADR service: the service's 'account representative' will help the consumer choose the appropriate ADR process and the ADR professional with appropriate experience for the consumer's needs. The representative will also act as a neutral third party in convincing the other party to participate in the process.

The service boasts a 90 per cent success rate. ❖

Relevant website
http://www.jams-endispute.com

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