

## What Clients are Saying:

...“Clients respect him, and he respects clients, both ingredients to a successful mediation process.”

D.H., Boston

...“I have mediated in matters involving two parties and matters which included approximately twenty parties. In every instance...he has done a wonderful job and each of the cases settled...”

D.D., Hartford

...“has exhibited all of the attributes I would want to see in a mediator...patience, intellect, reserved sense of humor, intelligence, and ability to keep otherwise antagonistic parties engaged...Through perseverance and ingenuity, he was able to effect a settlement which none had expected could be achieved....”

B.C.L., Philadelphia

...“parties believed could not be settled, but through the assiduous efforts of Mr. Coughlan, over more than ten mediation sessions, the parties were able to reach a resolution...”

A.I., Washington, DC

## Reasonable Demands

There is a tendency for every party to a mediation to start from a rather extreme position. Plaintiffs often reason that in order to maximize their eventual settlement number, they need to “start high.” When faced with a high demand, a defendant, particularly an insured defendant, will respond in kind, with a “low ball” number. In fact, the opening numbers have very little to do with the ultimate settlement figure.

What the opening numbers do accomplish is to frame each party’s perception of the other. Where each party, at the outset, thinks the other is being patently unreasonable, the stage is set for a long day of mediation. In our experience, Plaintiffs actually do better by beginning with a more modest demand. They appear more credible to the defense, who then is under pressure to respond in kind. Offering more first, and then slowing down, is generally far more effective than offering too little, and then being forced to consider larger moves later on.

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## Scheduling Made Easy: Meet Rachel Beaudoin



Rachel M. Beaudoin

Everyone knows what a headache mediation scheduling can be, particularly in a large case involving a multitude of parties. Thanks to the hard work and dedication of Conflict Solutions Vice President and Case Manager, Rachel M. Beaudoin, we are able to make this process as efficient and painless as possible for all of our clients.

Once the parties to mediation have decided to use Pat Coughlan and/or Devon Coughlan for their case, all they need to do is provide Rachel with contact information for everyone

involved. Rachel will take things from there, coordinating with the parties to arrange a mutually agreeable mediation date or dates.

Rachel joined Conflict Solutions in 1996 and is responsible for managing all of the firm's commercial mediation caseload as well as overseeing the day-to-day operations of the firm.

She has a degree in business administration and an extensive background in that field. For nearly twenty years prior to joining Conflict Solutions, Rachel served as a corporate officer and executive secretary of a multi media communications corporation. Her career is wide ranging and includes working as a marketing representative for a worldwide aircraft services corporation and as a school coordinator of public relations and communications.

Call or e-mail Rachel to schedule your next mediation with Conflict Solutions. Your legal assistant will thank you.

**T: [800-762-5582](tel:800-762-5582)**  
**[rachel@conflictsolutionsinc.com](mailto:rachel@conflictsolutionsinc.com)**

## Why Conflict Solutions?

### Global Practice:

We have a truly national and international practice, mediating some of the largest and most complex multi-party cases across the country and around the globe. Our experience and expertise in bringing parties to settlement is unmatched.

### Co-Mediation:

We are the only firm to use co-mediation (two mediators) in all of our significant cases having four or more parties. Those who have been through one of our co-mediations agree that it is a far more effective and efficient means of bringing a large matter to settlement.

### Successful Results:

Our track record in bringing difficult cases to settlement speaks for itself. We are selected for catastrophic and complex cases because we get them

settled. We are active and evaluative mediators, resolving over ninety percent of the disputes that we mediate.

### Unmatched Reputation:

Our client list is a Who's Who of Fortune 500 companies, major universities, and the most respected law firms in the world. Corporations, insurance companies, and plaintiff and defense firms all trust Conflict Solutions to bring their largest and most challenging matters to settlement.

**Pat & Devon look  
forward to working  
with you!**