

## PUBLICATIONS

### Learning motivation at heart of good mediation for Wiseman

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One of the most essential traits of a good mediator is the willingness to listen and understand what really motivates each participant, according to Randy Wiseman.

"A good neutral seeks to understand what is of the highest concern for each party," says Randy.

He also advises mediators to keep the parties talking. "Sometimes, parties want to leave. You need to be able to convince them to stay, and to keep communicating."

Mediations don't always resolve on the day of the mediation, according to Randy, but often the process of the mediation can get the parties thinking and lead to a resolution days or even weeks later.

Randy is a founding member of Bricker & Eckler's ADR Services group, which focuses on providing mediators, arbitrators and experienced neutrals. He has served on the United States District Court panel of mediators, the panel of arbitrators for the American Arbitration Association and the International Court of Arbitration. Most recently, he served on a three-member international arbitration tribunal hearing and adjudicating a commercial case in Brazil.

Randy also serves as the firm's general counsel. He was previously Senior Vice President and Chief Litigation Counsel for Nationwide Mutual Insurance Company.

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