

GLOBAL POUND CONFERENCE SERIES

2016-17



Users value efficiency when selecting the type of dispute resolution process. Advisors think that the parties prefer advice











When advisors are advising the user, the choice of process is primarily driven by the **outcomes desired or** the familiarity with the process; costs are relatively unimportant





Advisors



Users see the role of the mediator to provide guidance and not to make decisions



Advisors think that users want them to advocate. Users say that they want lawyers to collaborate









HOW IS THE MARKET CURRENTLY ADDRESSING PARTIES' WANTS, NEEDS AND EXPECTATIONS?

Advisors predominantly think that outcomes should be driven by rule of law. Non-adjudicative providers think consensus is a more important determining factor









Advisors (external and in-house) think it's their role to provide users with understanding of the process and the options available and not the non-adjudicative providers



Users think prevention processes are more important for dispute resolution. Advisors think it's a combination of adjudicative and non-adjudicative processes









HOW CAN DISPUTE RESOLUTION BE IMPROVED?

Users and advisors believe that changes in legislation that would improve enforcement of decisions are more important for the future of commercial dispute resolution than protocols and cost sanctions



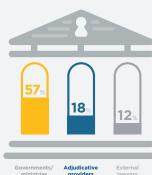




Legislation changes **Combining protocols**

WHAT ACTION ITEMS SHOULD BE **CONSIDERED AND BY WHOM?**

All agree that governments, have the greatest responsibility to promote better access to justice in commercial dispute resolution



All agree that changes in corporate attitude, and a greater **emphasis** on collaborative instead of adversarial processes are most important for the future of commercial dispute resolution





(Source: PwC data analysis of top priority responses from data gathered at seven 2016 GPC events including: Geneva, Lagos, Madrid, Mexico City, New York, Singapore and Toronto. At each event, participants were asked 20 core questions and told to rank their preferences by order of priority. All figures are based on a total of 650 participants who self-selected at the 2016 events.)