The Great Reset and Dispute Resolution

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Currently, Brazil is the second country with the highest number of cases of Burnout Syndrome. This syndrome (which was even included in the International Classification of Diseases of the World Health Organization in 2019) is defined as "emotional exhaustion", and its main symptoms are related to anxiety and depression, a very common situation in today’s corporate environment.

I must confess that I became very worried about this fact. But, as it is never too late to pick up from where we left off, I invite you to follow me on this short reflection on how to strive for a better future.

I have been following up the Great Reset since last year, and it has helped me a great deal to consider some topics and relate them to the inevitable consequences the world will face to recreate and refocus life in a post Covid crisis era.

In this sense, we should note that "The Great Reset" is the name of the 50th annual meeting of the World Economic Forum (WEF), held in June 2020, that brought together prominent political and business leaders, with the theme of rebuilding society and the economy in their most sustainable form after the COVID-19 pandemic.

Regardless of whether we are aware of this WEF movement, I believe it is important to reflect on how conflict mediation can assist in this process of reinitialization.

From my perspective, we need to build entirely new foundations for our economic and social systems. Clearly, this needs to happen, and we need to do it smart. The focus for the moment is on rethinking society and adapting the system to the new reality that we are facing.

A good tool towards that objective was the publication last year of the report by WEF – "The Future of Work" – highlighting the need for a new way of thinking about work and the potential to transform the economy. This report identified the importance of soft skills in the workplace.

Below are three of these soft skills that will be highly valued by 2025 according to the report, and which I find worth mentioning because they are fully aligned with the principles of mediation:

1. Troubleshooting

Conflicts are full of judgments and even an innocent sentence can be misinterpreted. Therefore, it is important that the mediator knows how to translate what is being said to facilitate communication. Techniques like paraphrasing help those involved in a conflict to understand the situation through a new perspective.

2. Emotional intelligence

Emotional intelligence is used as a trigger to motivate parties to use their ability to understand and manage feelings and emotions behind the conflict. Emotional intelligence promotes a more humane and expanded reality, since the conflict relates to individuals seeking solutions to a situation where communication and confrontation are necessary.

3. Resilience, stress tolerance and flexibility

Being resilient means to be able to adapt to changes, which are constantly happening in the conflict mediation field. It is necessary to change and develop new communication skills, which are crucial to individuals seeking solutions to a situation where communication is necessary.

We are living in times of many challenges, and new mediator tools have become essential for a healthy and sustainable world. We must always be aware of what is happening and be prepared to adapt to new situations. The mediator must be flexible, skilled, and able to provide immediate responses. He or she must be able to adjust focus without losing sight of the objectives of the mediation process.

We are living in a world of many uncertainties, and new technologies are helping people around us to communicate and collaborate. It is essential for the mediator to be able to adapt to new situations and new technologies. The mediator must be flexible, skilled, and able to provide immediate responses. He or she must be able to adjust focus without losing sight of the objectives of the mediation process.