

# IN PLACE OF STRIFE

The Mediation Chambers



## Feedback Digest for JON LANG

### Mediation Style and Approach

With twenty years litigation experience behind him, Jon draws on his extensive experience of negotiating settlements on behalf of his clients and representing them at mediation. He has a calm and measured approach to mediation and works hard with the parties to reach a deal.

### Legal 500

Jon Lang is recognised in Legal 500, where his entries 2009 - 2006 read as follows:

*'Young, exceptionally bright' and 'commercially sound', Jon Lang .... has quickly established the confidence of large swathes of the legal profession. They find him 'an honest broker', able to 'engender trust .... a good lawyer, tenacious where necessary' and 'always well prepared'.*

*Jon Lang has rapidly established himself among the UK's leading mediators.....clients find he is 'approachable', 'pragmatic', 'commercial' and 'resolution focused'. He is considered good with 'difficult' clients and his persistence in pushing for settlement, where necessary, after the day of the mediation has impressed.*

*'Jon Lang is a name to watch out for. Described as 'very bright', and 'robust, but without causing offence', he demonstrates a talent for simplification of the issues, and deep market knowledge of the IT industry. Clients value his 'creativity in problem solving...'*

*'Former White & Case partner Jon Lang has fast established a high-quality general mediation practice which has grown off the back of particular expertise in IT/IP...."he is sensible and constructive" and "handles histrionic parties with ease".'*

### Chambers Guide to the Legal Profession

Jon appears in Chambers Guide to the Legal Profession, as a Leader in his field. To date he has received the following researcher commentary:

*2010: Lang's full-time practice continues to broaden in scope .... He is respected for "painting a realistic picture of the situation," and clients observe that he prepares tirelessly, which "establishes immediate trust with the parties," and that he will push hard for a deal.*

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*2009: Prior to establishing his own mediation practice, Lang was a partner of the disputes group at White & Case. He is regarded by many observers as “a cut above the rest” and mediates on a wide variety of commercial and IP disputes, both in the UK and abroad.*

*2008: Interviewees hold Lang’s previous incarnation as a litigator at White & Case in high esteem and ascribe his success in commercial mediations to this fact. The “inside-out knowledge” this has granted him is anchored to a facilitative style of mediating that is “authoritative without being overbearing.” According to one barrister, “Lang strikes just the right balance”. His workload, which is frequently multiparty, encompasses joint venture, international trade, insolvency and professional negligence disputes. He has also mediated in the sports and entertainment sectors.*

*2007: Lang “instills confidence” in his clients, particularly when mediating vitriolic disputes. His ability to “get to grips with the industry issues” impresses clients, as does his talent at “seeing the commercial angle and the bigger picture”. He is also “not afraid to get into the detail”. Lang is a full-time commercial mediator. The disputes he handles are largely high value and often involve sophisticated clients. He possesses “an instinct for mediation”*

### Feedback

“Thanks again for your help - we and the clients appreciate the great work you did.”

“...for your persuasive powers, charm and patience I am truly grateful.”

“Impressive – struck exactly the right note.”

“It was a fascinating illustration of mediation in action. The result achieved was one that no court would have been able to order.”

“I would definitely recommend him and use him again.”

“The service you provided was exceptional...resulting in the resolution of this matter.”

“.....my clients were delighted with the outcome. I found the process fascinating.”

“Very professional, good grasp of the issues and engineered some very good discussions of the key issues”

“...impressed by your mediation skills and will definitely recommend you in the future.”

“Jon showed a clear understanding of the facts in issue.... and was able to give helpful guidance to the parties and their solicitors. We would certainly recommend his appointment as a mediator in the future.”

“He worked hard, and no time was wasted.”

“Thank you very much for your help today in making it happen. Much appreciated and impressive.”

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“...calm and pleasant manner.”

“...conducted the mediation positively.”

“I am writing to express my sincere thanks for all of the hard work and effort that you put in in the cause of delivering a resolution in this matter. .... impressed by your ... genuine dedication to the process and by the fact that it was such a pleasure to deal with you.”

“...used his personal charm and diplomatic qualities to aid the process throughout.”

“I can't thank you enough for all your help and guidance prior to the mediation...”

“Thank you once again for all your hard work on Friday. I'm very pleased we were able to get an agreement.”

“I was most impressed with the mediation, particularly coming from the South African jurisdiction where mediation is still in its infancy. I will certainly use my best endeavours to persuade my clients to mediate in appropriate cases in the future.”

“Certainly the mediation was the catalyst that procured the settlement at the end of the day.”

### Themes emerging from the feedback

#### Deal focussed and well-prepared

“Jon was excellent – he kept us focused on the key issues that would lead to settlement.”

“He grasped what were the live issues impressively quickly.”

“...efficient, client friendly and well prepared.”

“...very insightful, very focused, very effective.”

“Jon did a very good job in a case where there was a lot of distrust and bad feeling.”

“...very good.....very well prepared.”

“The mediation was successful.....This was a remarkable achievement given the grave reservations....at the start of the process.”

#### Easy to work with an commercially minded

“It was a success and [Jon] was excellent..helped us secure a result..very positive and very commercial.”

“It was extremely important that you were able to build a rapport with the individuals on each side and so diffuse what might otherwise have been an extremely volatile situation. I would not hesitate to recommend you as a mediator.”

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“Very good, friendly, very well prepared.”

“I think the mediator's approach was exactly right.”

“...worked tirelessly, with humour and ingenuity, at trying to find a solution with which both sides could live.”

### Hard-working, Creative and versatile

“He created a lot of momentum and enabled some significant changes of position.”

“The fact that such substantial progress was made....is purely as a result of his skills as a mediator.”

“...parties found Jon to be a mediator they could work with, someone who could keep up momentum, even at the difficult times..... We liked his style of reality testing and his robust but friendly and equable manner, which ensured that the mediation was not just managed properly with no time being wasted, but that the parties became more and more deal focused as the day went on, culminating in settlement.”

“....moved the process along with speed and care.”

“...came up with some very good creative suggestions on how we might go forward.”