



# Keeping the Unity or Breaking Amicably: Leveraging Mediation in Business Families

November 16-17, 2022



## **BACKGROUND**

Business families often encounter various challenges at the family level. Few of them have an impact on the business as well, and vice-a-versa, that is, challenges at the business level also percolate to the family. Many of the challenges at the family level are legacy challenges, and few are emerging challenges due to the changing demography and expectations of the family members. Challenges at the interface of family and business could occur due to the overlapping nature of the two systems, that many a times have different goals. Inability to address the challenges at the right time, can be fatal for the family and also the business. The legal routes available to resolve such challenges are often lengthy and cost money, reputation, and relationships. This is where, we would like to introduce Mediation as a mechanism to resolve some of the issues and maintain unity of the family or help with amicable breakup and settlement.

## **PROGRAMME OBJECTIVES**

Resolving issues in a family business is often an emotional and charged up affair. This program aims to educate the family businesses about challenges that are common in many business families and the way they can be resolved objectively with the help of mediation. This program will help the participants understand the principles of mediation and how it works at the behavioral as well as the legal aspects to provide a solution. Through carefully chosen case studies and exercises, the program will provide an understanding of how early intervention can act as a prevention for issues that are typically experienced in business families, and how a neutral, time-bound, intervention can help preserve both the family and the business.

## KEY TAKEAWAYS

- Appreciation of major challenges faced by business families due to the co-existence of family and business.
- Consequences of not addressing some of the challenges timely and satisfactorily
- Introduction to mediation as a tool for behavioural and legal intervention
- Gaining insights into understanding-based model of conflict management
- Communication skills that support understanding based models of conflict management
- Negotiation skills that promote win/win outcomes
- Insight into Mediation as facilitated negotiation

## WHO SHOULD ATTEND

- Members of business families
- Advisors to business families

## FEE STRUCTURE

- Programme Fee: INR 1.05 lakhs plus GST @18% per participant
- The programme fee covers:
  - Tuition fee and study materials
  - Food and accommodation facility at ISB
- The programme fee does not cover air fare and airport transfers

## PROGRAMME TIMINGS AND LOCATION

9.00 AM on November 16, 2022 to 5.00 PM on November 17, 2022  
ISB, Hyderabad Campus

## HOW TO APPLY

Please fill the application form at: <https://forms.office.com/r/juKHR0cg3E>

## ABOUT THE FACULTY

### PROFESSOR SOUGATA RAY

Professor Sougata Ray is Thomas Schmidheiny Chair, Professor of Strategy and Entrepreneurship Practice and Executive Director of the Thomas Schmidheiny Centre for Family Enterprise at the ISB. He blends over three decades of experiences in diverse roles – international quality academic, research and institution building practice with hands on corporate managerial and governance experiences as an executive, member of the Board of Directors, co-founder of start ups, corporate advisor and executive coach. He has developed deep insight into strategy, innovation and intrapreneurship, strategic leadership and entrepreneurship, corporate governance and restructuring, international business, and digital transformation of firms and family business groups in high growth economies. He has taught in scores of executive education programs; designed and conducted many workshops exclusively for Family Business



Leaders, Owner-managers, Entrepreneurs and C-Level Executives and delivered key note addresses and participated in panel discussions at regional, global and company events both in India and abroad.

### PROFESSOR KAVIL RAMACHANDRAN

Professor Kavil Ramachandran (Ram) is one of the foremost authorities on family business, with over three decades of teaching, research, and consulting experience. His expertise lies in managing the challenges at the interface of governance, professionalisation, and strategy, particularly in rapidly-growing mid-size multi-generational family businesses. Professor Ram is a sought after consultant on transformation of family business. He has prepared several case studies, interacted with various well-known family business leaders and global experts, and has consulted on the transformation of family businesses. He is a frequent speaker to communities of family businesses in India and abroad, and writes for popular media regularly. He is Professor of Entrepreneurship (Practice) and Senior Advisor, Thomas Schmidheiny Centre for Family Enterprise at the ISB.



His book, "The Ten Commandments for Family Business", is extensively used by family business practitioners in India and outside.

## LAILA OLLAPALLY

Laila Ollapally is the Founder of CAMP and serves as its Lead Mediator. A leader in the mediation movement in India, she was the Founding Coordinator of Bangalore Mediation Centre, the acclaimed mediation program of the Karnataka High Court. Mrs. Ollapally regularly mediates complex civil and commercial cases referred by the Supreme Court of India and Karnataka High Court. She is empanelled as a mediator with international institutions such as American Arbitration Association – International Centre for Dispute Resolution (AAA-ICDR) and Singapore International Mediation Centre (SIMC) amongst many others.

Mrs. Ollapally serves on the board of many international organizations such as the Global Mediation Panel of the UNDP and International Mediation Institute (IMI). She is a member of the drafting committee constituted by the Mediation and Conciliation Project Committee (MCPC) of the Supreme Court of India that worked on a draft of the mediation legislation for India.



Mrs. Ollapally's areas of mediation experience span complex transactional commercial disputes, to Family Business Disputes, IP disputes, as well as highly sensitive work place discrimination and Board level matters, amongst several others.

She is nominated to 'The International Who's Who of Legal Commercial Mediation 2019 and as a Global leader in Mediation for 2020'.

## GAYATHRI B KALIA

Gayathri B Kalia is the Executive Director and Mediator at CAMP. She is a social changemaker who has worked to converge public policy, public administration, society and technology for improving people's lives and livelihoods. In her career that spans the Government, Corporates, Consulting Companies and NGOs, Gayathri has achieved many firsts including the launch of Direct Benefits Transfer, the establishment of collaboration frameworks for Government – Industry and Research as well as Private- Public -People Partnerships. She is an internationally certified Mediator by Singapore International Mediation Centre (SIMC), International Mediation Institute (IMI), Civil Mediation Council (CMC, UK) and Edwards Mediation Academy (EMA).



Ms Kalia is a Certified Coach for Interpersonal and relational enhancement. Her areas of expertise include Founder Conflicts in Start-Ups, Insolvency related issues, Family Business Disputes, Breach of Contract, Turnkey projects, multi-party contracts and PPP projects, Gender related disputes and complaints, Workplace discrimination, Family disputes



## **ABOUT CAMP ARBITRATION AND MEDIATION PRACTICE PRIVATE LIMITED**

CAMP Arbitration & Mediation Practice Private Limited (CAMP) is a pioneering institutional mediation service provider enabling businesses to move from conflict to collaboration. Founded by expert dispute resolution professionals, CAMP has mediated innumerable disputes with a success rate of 80%.

CAMP is recognised by the Union Ministry of Law and Justice to mediate disputes between government agencies and is also a Qualifying Assessment Partner (QAP) for International Mediation Institute (IMI) at the Hague, a global standard setting body for mediation. CAMP's mediators have over 35000 hours of mediation experience that spans across conflicts in family businesses, highly confidential corporate board disputes, intellectual property, contractual breach, partnership amongst several other diverse types of disputes.

CAMP Mediators are internationally trained from institutes such as Harvard and Stanford (USA) and are empaneled with several international bodies of repute.

CAMP mediators have enabled and supported many families, businesses and corporates - many a time across generations, cultures, and geographies - in dispute find meaningful and sustainable solutions using the mediation process.

**#CHANGE CONFLICT TO COLLABORATION**  
**WWW.CAMPEDIATION.IN**



## ABOUT ISB

The Indian School of Business (ISB) evolved from the need for a world-class business school in Asia. The founders, some of the best minds from the corporate and academic worlds, anticipated the leadership needs of the emerging Asian economies. They recognised that the rapidly changing business landscape would require young leaders who not only understand the developing economies but who also present a global perspective. The ISB is committed to creating such leaders through its innovative programmes, outstanding faculty and thought leadership. Funded entirely by private corporations, foundations and individuals from around the world who believe in its vision, the ISB is a not-for-profit organisation.

The Indian School of Business gained the unique distinction of receiving accreditation from the Association of MBAs (AMBA), making it the 100th School in the world to achieve the 'triple crown' of accreditations from AMBA, EFMD Quality Improvement System (EQUIS), and the Association to Advance Collegiate Schools of Business (AACSB). Accreditation from AMBA represents the highest standard of achievement in post-graduate business education. Its rigorous assessment criteria ensure that only the highest-calibre programmes which demonstrate the best standards in teaching, curriculum, and student interaction achieve Association of MBAs accreditation.

## ABOUT THOMAS SCHMIDHEINY CENTRE FOR FAMILY ENTERPRISE

The Thomas Schmidheiny Centre for Family Enterprise, at the Indian School of Business, has emerged as the foremost authority on family businesses in South Asia. It undertakes training, research and outreach activities covering all major topics on family business. The Centre collaborates with global academic institutions and leading family businesses in India and abroad, for the exchange of insights and knowledge among diverse stakeholders.

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*Disclaimer: ISB has not sought affiliation from any University in India or abroad for its programme nor has sought approval from AICTE for any of its programmes.*