

**NATIONAL ASSOCIATION OF REALTORS®**  
**Code of Ethics Video Series**

**Article 17**  
**Discussion Questions**

Have you ever been involved in an arbitration hearing? What were the pros and cons of this experience? (Article 17)

Discuss types of non-contractual disputes that are arbitrable under Standard of Practice 17-4.

Have you ever mediated a dispute? What were the pros and cons of that experience? Have you heard about other REALTORS®' experiences with mediation? What questions and concerns do you have about participating in mediation?

**Important note added 8/2012**

Article 17 and Standards of Practice 17-2 were revised to include the ability for local associations, at their discretion, to adopt policy requiring mediation of otherwise arbitrable disputes. You will want to contact your local association for more about your local procedures for mediating disputes.