

**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?

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