

Mediation at work

Mediation or mediator is an impartial third party to help resolve workplace conflict or disputes. It's often described as a form of alternative or informal dispute resolution as it's less formal than grievance, discipline procedures and employment tribunals.

Mediation can be used at any stage of a disagreement or dispute. This process is voluntary, fair, neutral, flexible and is not legally binding. Mediation aims to create a confidential, safe environment, improve communications and allow both sides to have control to find a solution that will work and be acceptable between all involved.

A mediator is not there to be a judge, but to there to facilitate the conversations around the issues. A mediator should have a calm manner, be a good listener, offer solutions, be tactful and be confident.

Mediation can be used to help resolve situations. These include

- ✓ Communication problems
- ✓ Relationship breakdowns
- ✓ Bullying & harassment
- ✓ Cultural misunderstandings

Try to avoid situations becoming out of control and urgent by resolving these issues as early as possible.

The benefits of Mediation

- ✓ Affordable
- ✓ Confidential
- ✓ Identifies issues
- ✓ Effective communication
- ✓ Saves time and money
- ✓ Avoids litigation
- ✓ Repair relationships
- ✓ Avoid staff turnover
- ✓ Avoid re-recruiting

How does it work?

- ✓ The people involved sit with the mediator
- ✓ The mediator explains the purpose of them attending the meeting
- ✓ The mediator listens to both sides whilst trying to keep the situation calm
- ✓ The mediator gathers the information together
- ✓ The mediator identifies the problems and discusses how both sides can resolve the problem
- ✓ The mediator asks both sides what actions they think would resolve the situation
- ✓ All parties agree and commit to making the relevant changes needed to resolve the issue

These days, organisations of all sizes outsource a lot of their tasks. The main reason for outsourcing these tasks allows organisations to dip into the experience and expertise of professionals who can produce far better results than if they hired someone in-house.

Does mediation work?

Workplace Conflict Resolution Studies suggested that:

- ✓ 90% of organisations found that mediation had a positive result in improving the situation
- ✓ 98% of organisations said they would use mediation again and recommend to others.

Tick HR Solutions can arrange a confidential mediation process for you and co-ordinate a successful workplace mediation meeting, video call at your offices or at a neutral location.

