

MEDIATION FACTSHEET

Why is mediation sometimes required?

Conflict in the workplace is not uncommon and can simply be a result of different working styles, misunderstanding or miscommunication. It can be a major cause of stress and prevent employees from performing well in the workplace. If the conflict cannot be overcome through conversation between the two parties, it can be helpful for a trained, independent and unbiased individual to help facilitate the conversation in order to find a mutually agreeable solution. Whilst it may not be possible to resume a previous 'friendship' it can still be possible to find a way for the two parties to resume a good and productive working relationship.

For mediation to succeed there must be a desire by both parties to find a workable solution. It is not simply an opportunity to vent frustration and/or anger.

The Process

There are several approaches to mediation but a good one is for the mediator to first see each of the individuals concerned on a one to one basis. This meeting gives each party to explain their perspective and more importantly to discuss with the mediator what is their preferred outcome.

The mediator will then facilitate a joint meeting with both parties, the aim of which is to agree a plan of action and resume a good working relationship. The mediator will assist the two parties to recognise areas of synergy and help each individual to better understand the other's perspective. If necessary, further meetings to ensure that the agreed plan is working effectively may be part of the process.

The mediator will keep a note of the agreed plan of action and this will be shared and agreed with both parties as well as the HR Department. It should be noted that whilst notes will be taken at both the one to one and joint meetings, the mediator will respect the confidentiality of the individuals concerned and only the resulting plan of action will be shared with HR. However, should during the process, information be revealed that causes concern, such as potential harassment, bullying, illegal activity or misdemeanour, the mediator will be duty bound to pass this information on to HR. This would not happen without first informing the individual (or individuals) concerned.

More about the Mediator

Dr Jill Andreanoff has obtained a masters level qualification as well as a Doctorate in the field of coaching and mentoring and has been trained in mediation techniques. A coaching approach is used to facilitate the meetings which has resulted in many successful outcomes. As an independent consultant, Jill remains impartial and has no vested interest in the eventual outcome apart from resuming a harmonious working relationship between the individuals involved.