

Mediation and Conflict Resolution



People at Work provide an effective and well-regarded workplace conflict resolution service

Mediation can provide a swifter response to conflict and can nip potentially damaging disputes in the bud. It has been shown to reduce levels of grievances and, where these would have led to a tribunal, it provides a far cheaper response than the employment tribunal process, which can involve immediate financial costs to the organisation and the individual claimant, as well as non- financial burdens. [Acas, Mediation: An Approach to Resolving Workplace Issues]

People at Work 4 Step Mediation Model

- Pre-mediation Review – separately with all parties
- Mediation Process – involving all parties in individual and joint meetings on the day
- Written Outcome Agreement or Statement – signed and agreed by all parties
- Post-Mediation Support to the organisation and parties involved

Our Mediators are experienced and accredited. The Mediation Team form part of a wider Conflict Resolution Service which includes:

- Individual Mediation
- Group and Team mediation
- Team Workshops
- Individual Coaching for Behavioural Performance
- Support Line for Managers
- Management Coaching

Thanks to you and XX for your help, both XX and I are feeling much more positive about the situation. [post-mediation]

How Mediation Works

The parties will need to book the whole day out of their diaries for the mediation. In the morning the mediator will see them individually and then bring them together in the afternoon for the joint mediation, where hopefully they will form a signed, written agreement. People at Work always encourages this to be shared with either HR and/or their manager to help the process going forward.

The first step will be to send out our Privacy Notice to each party and after this the appointed mediator will contact them prior to the mediation to answer any general queries about the mediation process.

Once a date has been agreed, two confidential rooms will need to be booked away from the usual workplace for the mediation day. This allows the mediator to work separately with each party if necessary and also provides a breakout space if required.

The cost for the mediation, includes pre-mediation calls, the mediation and the written agreement or shared statement, as well as follow-up calls/emails if requested by both parties. A Purchase Order will be required for this work.