

Workplace Mediation

What is Workplace Mediation?

Mediation is a tool that supports people to talk with each other and agree the way forward following a conflict at work; that those involved are finding difficult to constructively resolve themselves. Tension between colleagues if left unchecked can easily escalate, damage relationships and impact on wider team dynamics. A qualified and impartial mediator facilitates an informal but structured process that empowers people to explore the underlying issues and find their own solutions. Mediation is confidential and it is always voluntary for people to take part.



When can Mediation be used?

Mediation can be used to deal with most issues, so long as it can be a safe and respectful process. Including but not limited to,

- ✓ Communication issues
- ✓ Personality clashes
- ✓ Conflict situations

It's best to do mediation as early as possible.

Benefits

Mediation can help to resolve problems early, rebuild and improve working relationships and prevent issues escalating.

It can also:

- ✓ Help participants develop ways to resolve conflict themselves in the future.
- ✓ Be less damaging and more cost effective than formal processes and employment tribunals.
- ✓ Increase engagement and productivity and retention.
- ✓ Decrease stress, sickness and absence caused by conflict.

The mediation process

- 1) 1to1 individual meeting(s) - with a mediator to reflect on your experience, share your goals for the process and prepare for a meeting with the other person.
- 2) Joint meeting - A mediator will support both parties to communicate respectfully and effectively with each other.
- 3) Regular follow up meetings.

What does a Mediator do?

The mediator listens to everyone involved and supports them to communicate with each other. Their role is not to investigate or judge who is right or wrong and they do not have any authority to make decisions about the issues. They will provide a safe space where those involved have control of what is agreed.

To practice the process of conflict resolution, we must completely abandon the goal of getting people to do what we want.

- Marshall B Rosenberg

How to access

Email ResolutionUnit@nhsbt.nhs.uk or visit our LINK page [Resolution Unit](#)

