Mediation
What is Mediation?

- Mediation is a process for resolving conflicts in the workplace in which an impartial third party (the mediator) assists two or more staff members in an attempt to find a mutually acceptable resolution.

- Formal mediation is arranged by Human Resources and facilitated by a trained mediator.

- Participation in mediation is voluntary and requires agreement of both parties. Staff members have the option to withdraw from the process at any time.

- Mediation is a confidential process.
How Does The Mediation Process Work?

1. Introductory remarks
2. Statement of the problem by the parties
3. Collecting of Information
4. Identification of the problems
5. Discussion of possible options

- Both parties reaching agreement
- No agreement
Conflict – First Steps

Disagreement arises between two or more staff members

Can staff members resolve the issue themselves?

Line manager to allow parties to resolve the issue, offering assistance/support when possible

Resolved?

YES

End

NO

Can staff members resolve the issue themselves?

YES

Resolved?

NO

Resolved?

NO

Secretariat Staff Committee
Is it appropriate for line manager to support SM to resolve conflict?

Yes: Line Manager to support SM to resolve conflict.

No: What are the options?

No: Resolved?

No: Formal Mediation


End

External panel
The mediation process

HR receive request for mediation normally from line manager, staff members or Staff Council representatives

Mediator confirms that all staff members involved are willing to take part.

HR discusses with line manager and, if agreed, arranges for mediation to take places.

Follow up meeting if required

Mediator arranges and chairs a joint meeting

Mediator安排 to meet with the staff involved separately in a safe, neutral environment

Mediation is concluded

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