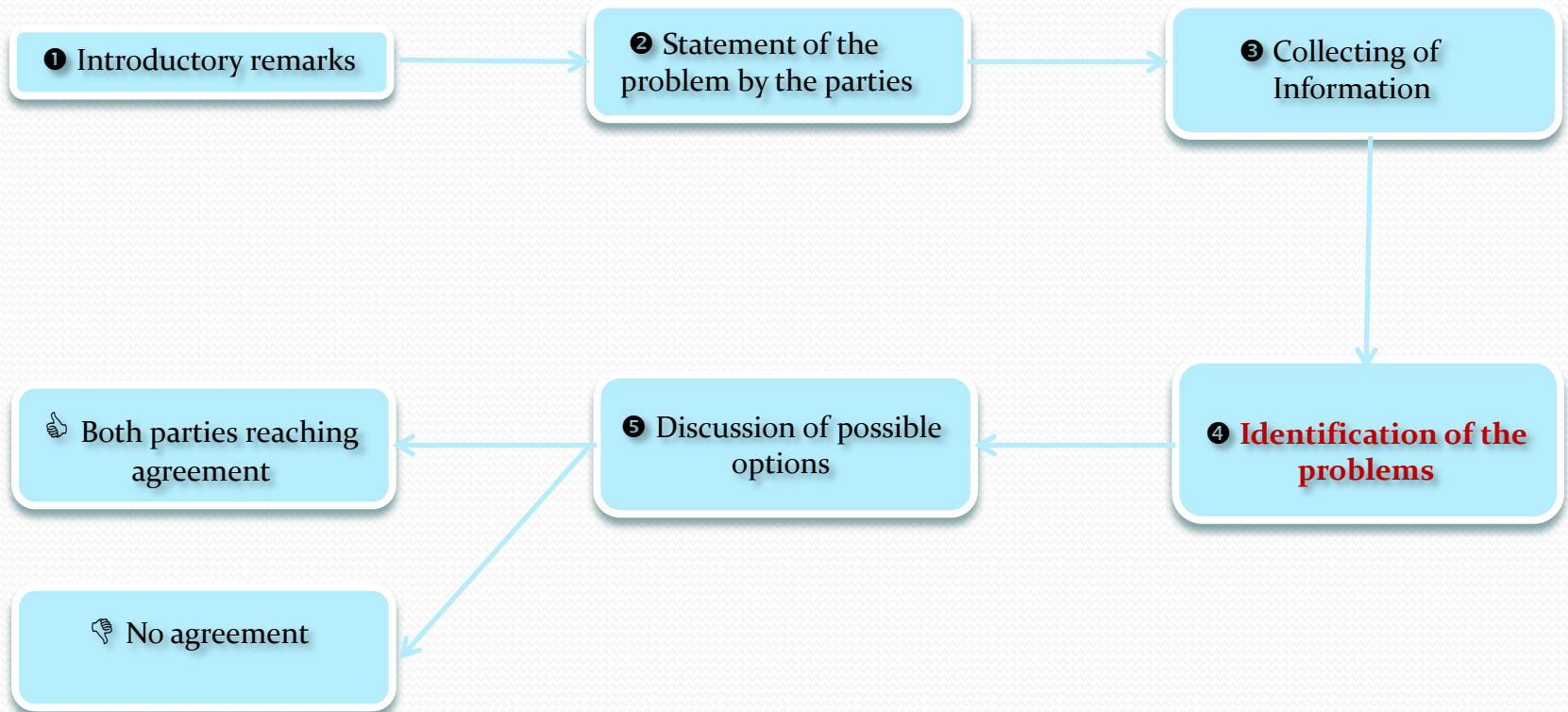


# Mediation

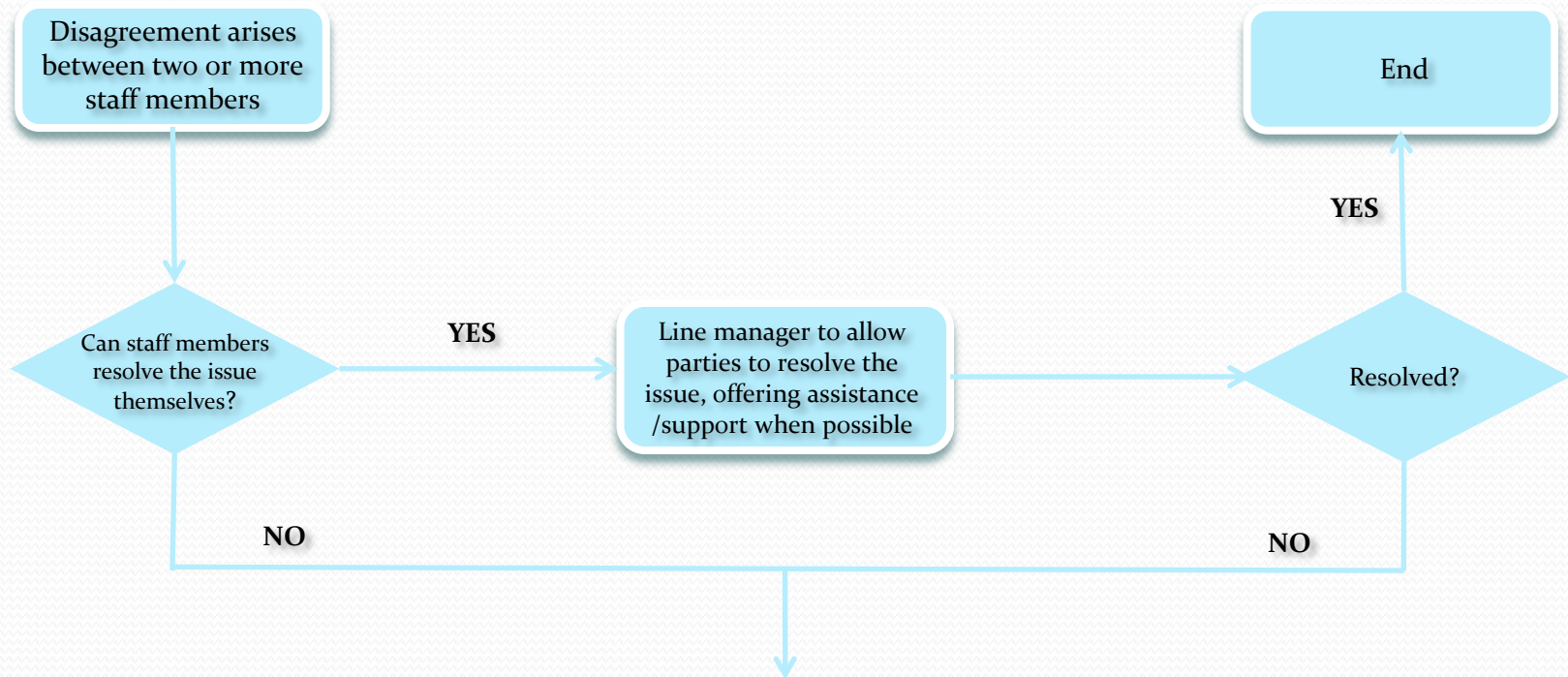
# What is Mediation?

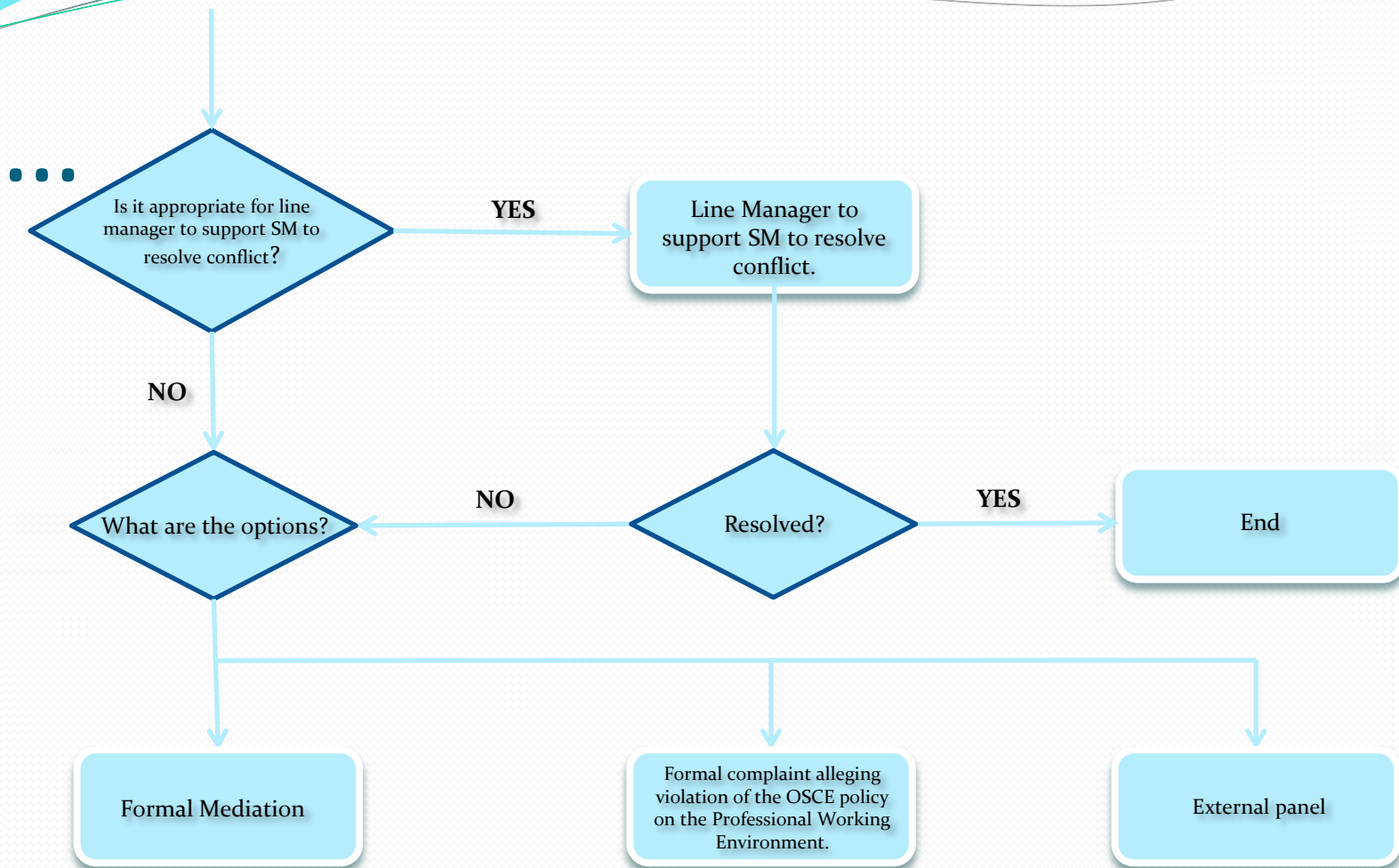
- Mediation is a process for resolving conflicts in the workplace in which an impartial third party (the mediator) assists two or more staff members in an attempt to find a mutually acceptable resolution.
- Formal mediation is arranged by Human Resources and facilitated by a trained mediator.
- Participation 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?



# Conflict – *First Steps*





# The mediation process

