



Community Lives  
Consortium



Working for Valued Lives in the Community

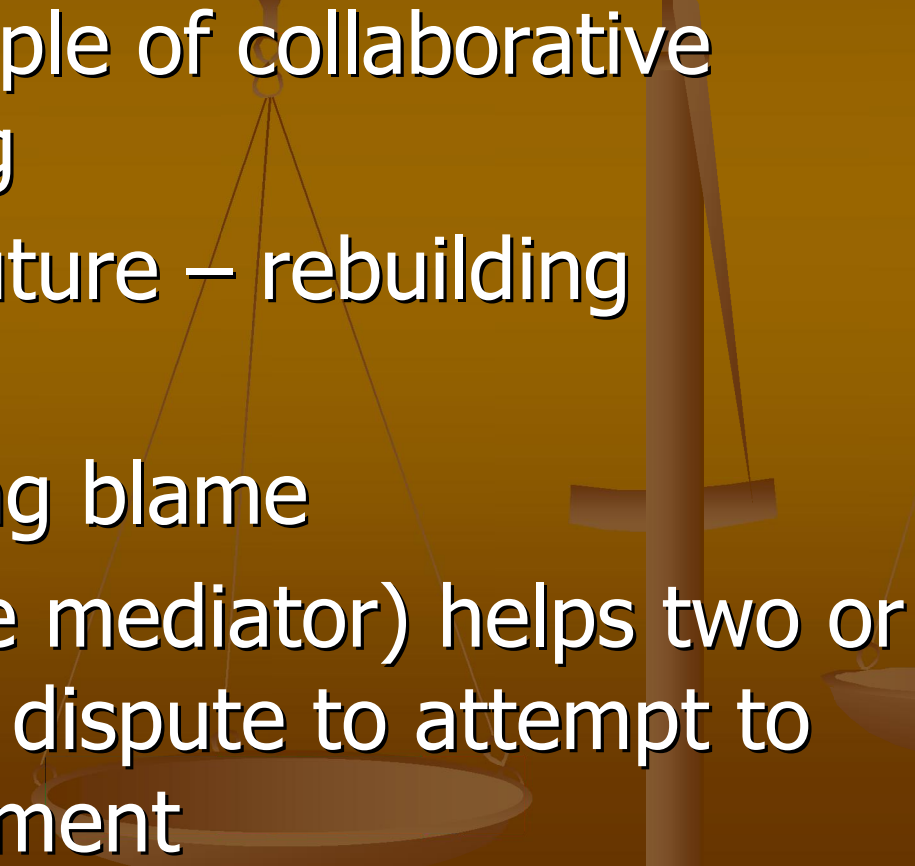
# MEDIATION IN THE WORKPLACE

OUTLINE OF MAIN POINTS FOR  
HEALTH & SAFETY COMMITTEE  
MEETING

13<sup>TH</sup> OCTOBER 2008



# WHAT IS IT

- Based on principle of collaborative problem solving
  - Focus on the future – rebuilding relationships
  - Not apportioning blame
  - Third party (the mediator) helps two or more people in dispute to attempt to reach an agreement
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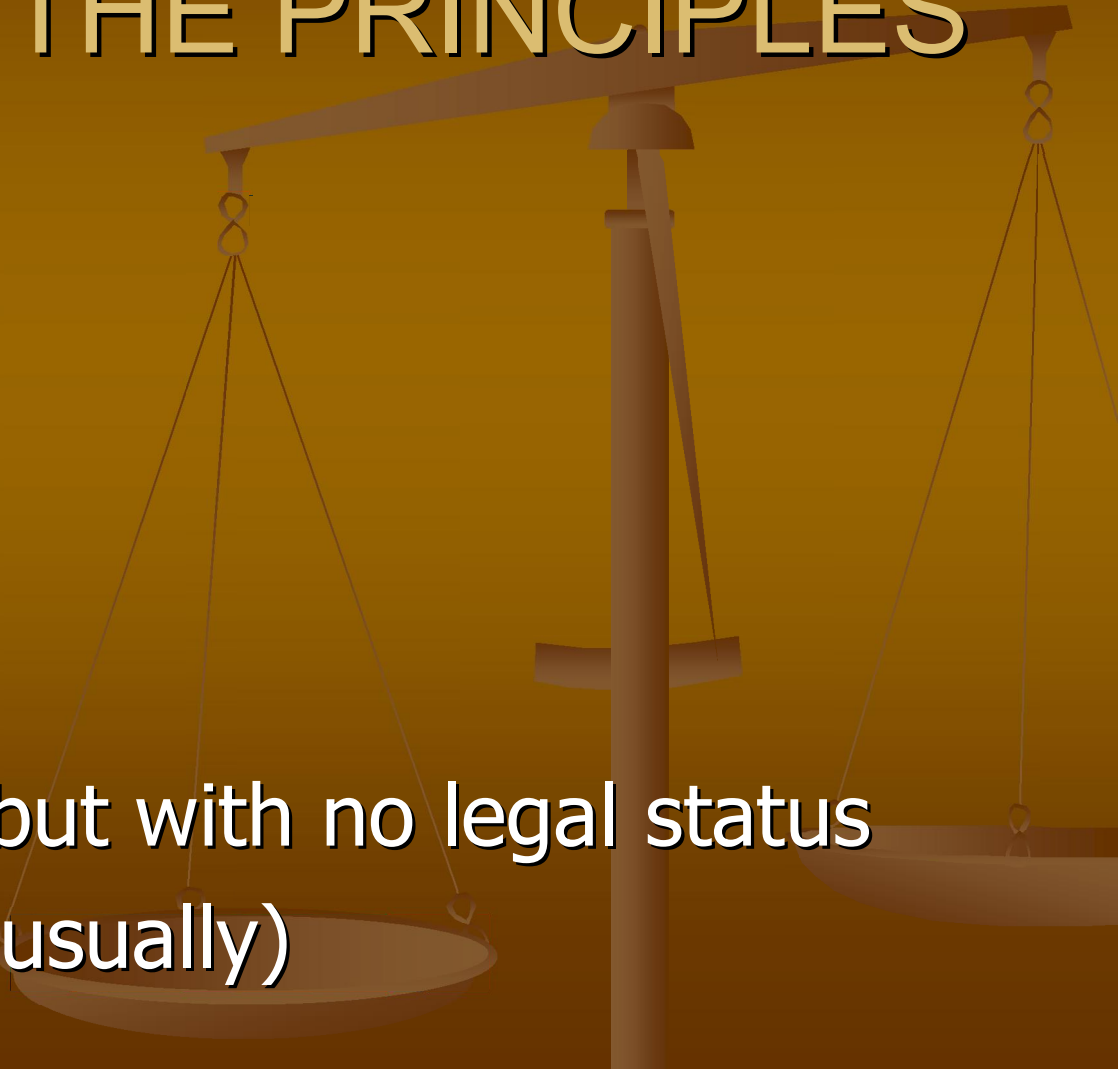
# WHAT IS IT

- Agreement comes from those in dispute  
NOT the mediator
- Mediator NOT there to judge
- Or say if one person is right and the other wrong
- Or tell those involved what they should do
- Mediator in charge of the process of seeking to resolve the problem but not the outcome



# WHAT ARE THE PRINCIPLES

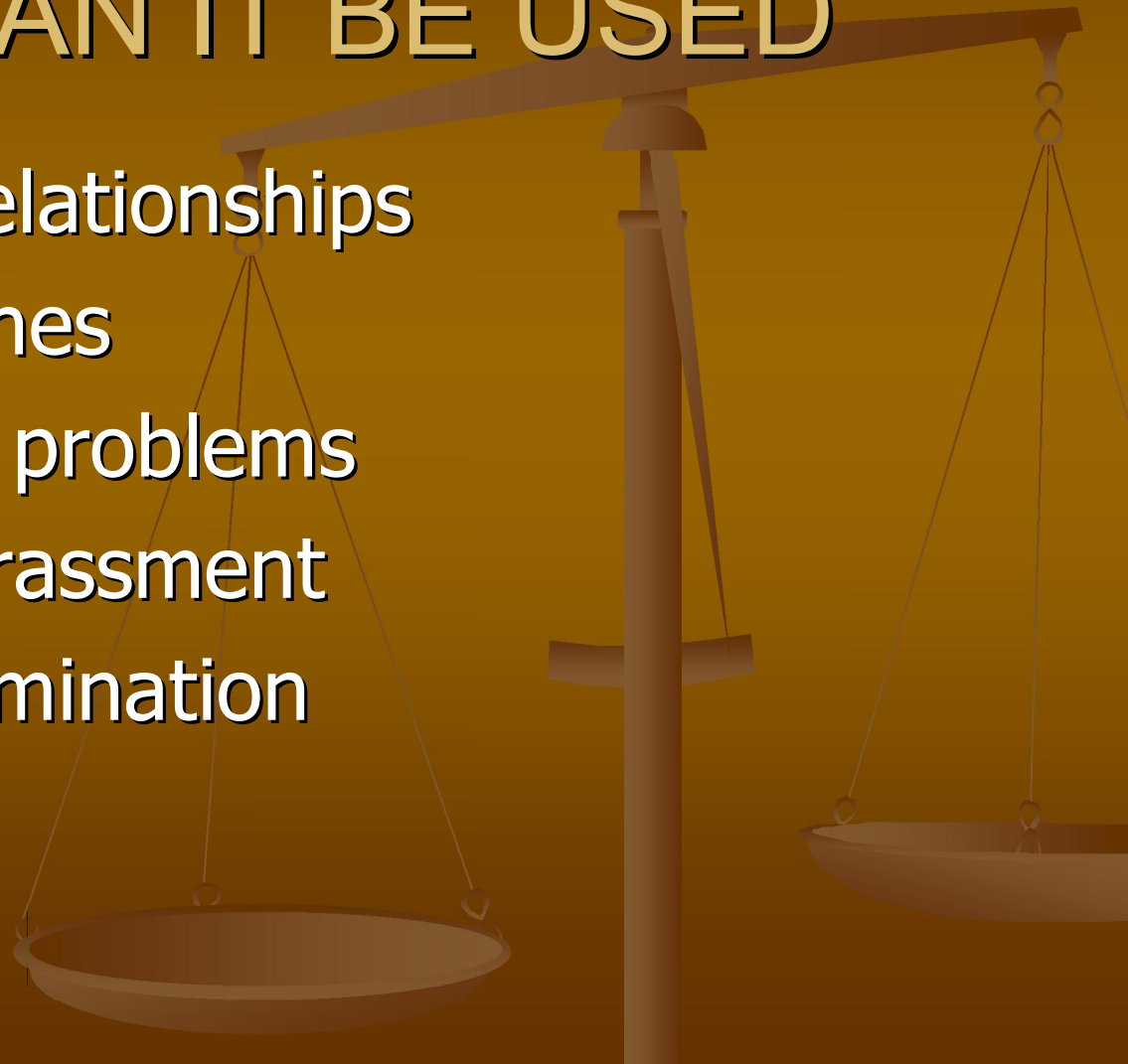
- Voluntary
- Confidential
- Informal
- Flexible
- Morally binding but with no legal status
- Unrepresented (usually)





# WHEN CAN IT BE USED

- Breakdown in relationships
- Personality clashes
- Communication problems
- Bullying and harassment
- Perceived discrimination





# WHAT HAPPENS DURING MEDIATION

- Separate meetings with the parties
- Joint meeting
- Exploring the issues
- Building and writing an agreement
- Closing
- **CONFIDENTIALITY**





# BENEFITS OF MEDIATION

- Reducing or eliminating the stress involved in using more formal processes
- Retaining valuable employees
- Reducing the number of formal grievances
- Developing a culture that focuses on managing and developing people
- Avoiding the cost of defending employment tribunal claims
- Reducing sickness absence
- Being able to maintain confidentiality



# RELEVANCE TO THE CONSORTIUM

- Provides a means to help resolve conflict at work and reduce the associated costs
- Supports and enhances our Wellbeing at Work policy
- Will require some provision for alternative dispute resolution legislation due April 2009
- Development opportunity for staff and managers

# DISCUSSION

- Views of committee?

