



Workplace Mediation

What is it?

Our Workplace Mediation solution addresses conflicts between work colleagues by giving them the opportunity to openly discuss the issues that have arisen between them.

An objective, neutral third party acts as a Mediator and uses their experience and HR expertise to facilitate positive communication between both parties. The aim is to reach a jointly agreed approach to addressing the dispute, so that colleagues can work together effectively in the future.

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Workplace mediation successfully resolves 4 out of 5 cases of conflict in the workplace. It supports the development of a great working environment, enables managers to focus on the important things and improves workplace productivity.

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What are the benefits?

Workplace Mediation is a key tool in avoiding expensive and time consuming formal HR procedures. Our solution is efficient, it is delivered in just one day, and it is effective, having been shown to be successful in 80% of cases.

Studies of disputes in the workplace have shown that managers can spend up to 20% of their time dealing with a dispute. That's one day a week. Furthermore, the parties involved may spend up to 70% of their working time engaging with their dispute. Addressing the dispute through

Workplace Mediation means that managers can re-focus their energies more effectively, and the workplace becomes more productive.

We all want our workplace to be an environment where colleagues can produce their best results in an atmosphere that is professional and friendly. Workplace Mediation supports the creation of this environment, demonstrates your commitment to communication and can reduce staff sickness absence through stress related conditions.



When should Workplace Mediation be used?

In any environment relationships can break down causing upset and tension for those involved. It can also cause disruption for those observing the conflict, or feeling that they are being brought into it. What can cause this conflict? Usually it's something simple: a throwaway comment, a misunderstanding or a perceived lack of respect leading to blaming, bitterness and confrontation.

Addressing these issues early is the most effective approach; nipping the issue in the bud before it can grow into something much bigger, more emotive and thoroughly entrenched.

If a workplace dispute has already developed to the point where a grievance has been raised, however, then Workplace Mediation can still be undertaken alongside the formal procedure. If the formal procedure has concluded then mediation can also form part of the outcome.

These are some of the situations where mediation has proved effective:

- Conflict arising from change and the management of change
- Allegations of bullying, harassment, oppression, discrimination and other inappropriate behaviours
- Conflict arising from the re-integration of an employee after a disciplinary penalty, or a period of sickness or following suspension

How is Workplace Mediation delivered?

Our Workplace Mediation solution is delivered in just one day.

Our professional Mediator will bring the parties in the dispute together, allowing them to each be heard and to hear each other in a non-confrontational, private and above all else confidential environment.

Our Mediator is **neutral** and **objective** and will explore the issue and the feelings and concerns of each party. Their role is not to judge, take sides, suggest answers or give opinions. They are there to facilitate an agreed outcome between both parties that enables them to return to work with common approach for working together effectively.

What is the process?



Step 1

Pre-Meeting and Discussion

- Our Mediator discusses the issues with you to confirm whether it may be beneficial to address the dispute through mediation.
- Our Mediator speaks to the parties, to confirm their willingness to participate and explains the process, the confidential nature of the day and how the mediation process will be carried out. This is confirmed in writing to both parties.



Step 2

On the Day

- **Morning:** Our Mediator meets separately with each party. The discussions conclude with a statement written by each party, for the other to hear.
- **Afternoon:** Our Mediator organises a joint meeting, at which each party shares his statement with the other. This leads to a facilitated discussion, leading to a shared agreement, which our mediator will outline in a document and a copy is given to each party.



Step 3

Follow Up

- We will report back to you on the progress of the mediation and how successful it has been.
- Assuming a successful outcome has been achieved, our Mediator will contact the parties verbally and by e-mail at agreed intervals, to monitor the progress of the mediated agreement, for up to one year.



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