

## Mediation & Conflict Resolution



### What is Mediation?

Mediation is a semi-formal process where parties in conflict work with an independent and neutral mediator to reach agreement. It is a cost-effective way to resolve conflict.

### Why use a Mediator?

When individuals cannot move forward due to conflict, using an experienced and qualified Mediator can help parties in conflict reach an agreement by clarifying and focusing on key issues, consider options and reach a workable agreement.

### How does Mediation work?

- **Pre-Mediation Meeting:**  
One-on-one conflict management meeting between the Mediator and the individuals who are in conflict. These sessions ensure that all parties are resolution ready.
- **Facilitated Mediation Meeting:**  
The Mediator and the individuals in conflict meet together with the aim of reaching a mutual agreement.

### What are the benefits of using a Mediator?

- It works! Creative solutions can be reached empowering individuals and organisations.
- Quick and cost-effective way to resolve conflict without involving lawyers.
- All parties have the opportunity to express how they feel in a safe and managed environment
- Dealing with the issue quickly and efficiently reduces workplace disruption.
- Mediation deals with feelings, the individuals in conflict are encouraged to tell their own story in their own way. Acknowledging emotions promotes movement towards agreement.
- Mediators don't make the decisions, they guide the individuals, helping them end the problem not the relationship.

*"I have had a successful career leading large teams and was surprised to find out there was a complaint from one of my team about the words I used during a team meeting. I was extremely anxious about the mediation process and did not know what to expect. The mediator created a safe environment and it turned out to be a really supportive and positive experience."*

*"Mediation was a really poor experience for me in the past, I was worried about what would happen and whether I would be blamed. The mediator made the process safe and comfortable for me to be able to express what was going on for me. The other party listened and we found a way through to a more professional relationship."*