

# Workplace Mediation

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What do we mean by mediation ?

A process in which an impartial third party assists those in conflict to reach their own resolution



Where is it used ?

Community

Commercial

Debt

Political

Family

Probate

Elder

Workplace

# What are the principles of mediation ?



- Voluntary
- Confidential
- Parties decide the outcome
- Mediator remains impartial
- Mediator facilitates process
- Respectful

# What can workplace mediation address ?

Any workplace conflict

Claims of bullying and harassment

Performance management

Grievances

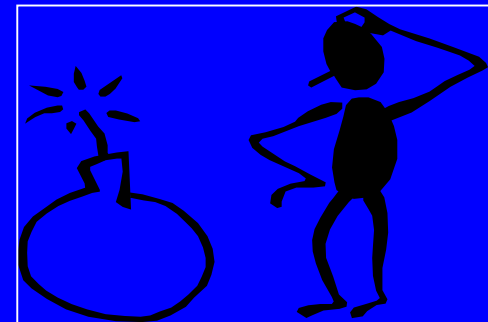
Impasse where other processes have not worked

To improve working relationship

Before, during or after investigation

Relationships with volunteers

Relationships CEO and board



Benefits ?

Private

Less expensive

Fast

Can address needs

Keeps informality

Solution is jointly designed

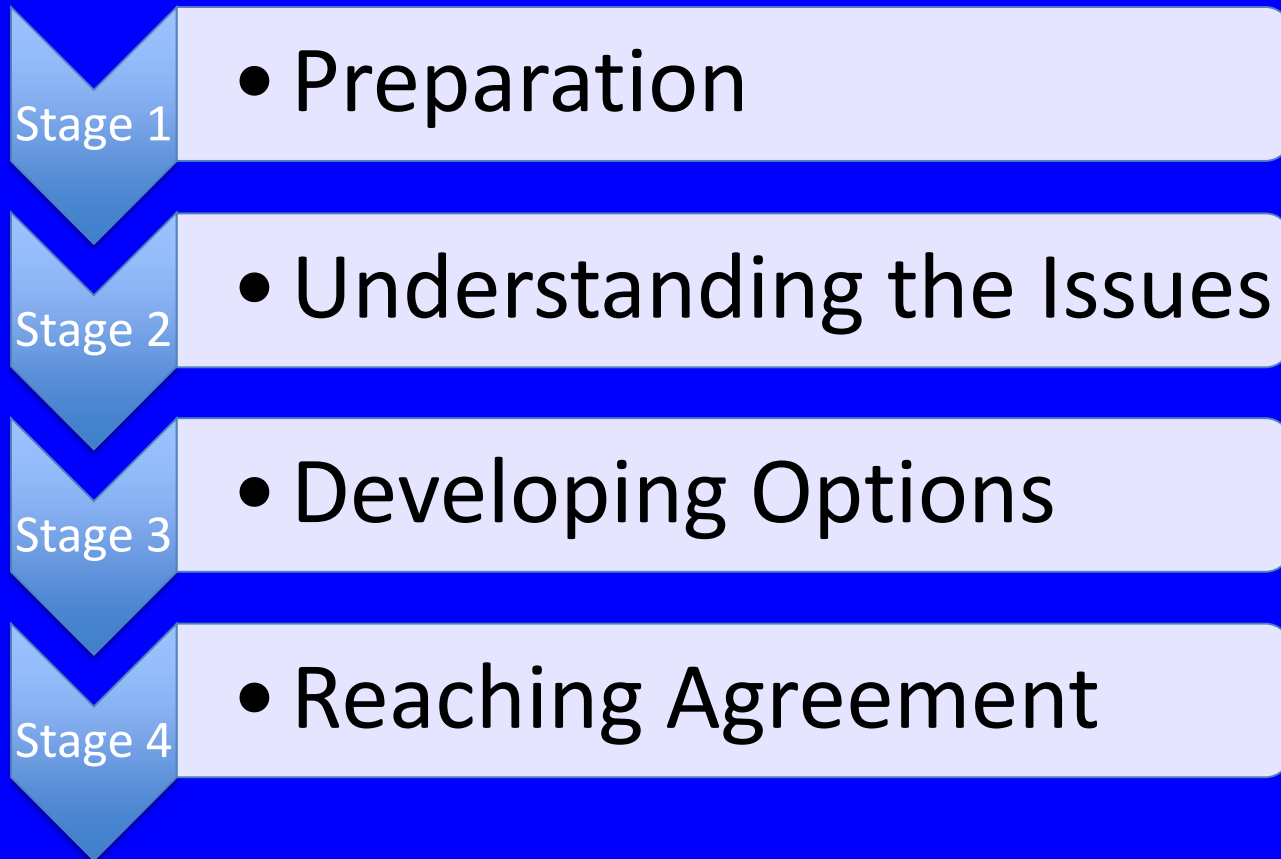
Provides great listening

Reflect

Exchange

Move on

# The Mediation Process





# Why does mediation work ?

Active listening

Uncovers core needs

Parties design the outcome

Respectful, provides time

Assistance from an outsider

Focus is on the future

Any Questions



Thank you !



# Micro Mediation project



# Key Points

Pro-bono mediation of two-party conflict (but expenses)

Mediators are trained and with work experience

Charity/parties take part in follow-up research (anonymous)

Micro = small organisations with 5 or less staff

Must be full members of The Wheel

Short referral form to start process

Mediator will be assigned and mediation proceeds

The pilot will run for nine months until 31<sup>st</sup> December 2017 and will then be reviewed.

Mediation can be requested through the referral form which is available on The Wheel's website.

Go on, give it a try !



Email [mairead@wheel.ie](mailto:mairead@wheel.ie) for more information  
on how to apply!