

What is Workplace Mediation?

A confidential*, informal way to resolve disagreements or disputes between two or more work colleagues, wherever they are in an organisation, to enable them to work together effectively in the future.

The process is facilitated by a trained mediator and works by encouraging the parties to speak to each other and reach mutually acceptable agreements.

Workplace Mediation offers parties a chance to talk about the situation, express their concerns, and come up with practical suggestions about how things could work better in future.

The aim of mediation is to achieve a win/win outcome with the parties taking responsibility for making changes and agreeing a more positive way of working in the future.

Please note that agreements made in mediation are not legally binding, but it is hoped that as the outcomes are reached by mutual agreement they will be maintained.

*unless we hear of risk of harm to anyone

What types of disputes can Workplace Mediation help with?

- Communication breakdown
- Personality clashes or differences in working style
- Unresolved or on-going grievance issues
- Perceived harassment, discrimination or bullying
- Termination of employment

How does Workplace Mediation work?

The mediator is an independent, impartial facilitator who does not take sides or make judgments about the situation. Meetings can be held either at our offices or in the parties' workplace.

In advance of the meeting we would ask for an overview of the situation from each person so the mediators can familiarise themselves with the dispute.

The amount of time taken depends on the complexity of the case – usually between ½ day to a whole day.

On the day, the mediator spends time with each party individually (usually around 30 minutes), before the joint meeting begins. Separate side meetings may take place during the process.

Those involved are asked to identify their issues and concerns and from these an agenda is set to help them work jointly to find solutions.

The mediator will encourage open communication so the various points of view are heard and understood and options and ideas for improving the situation are generated.

The mediator will record any points of agreement, and this document would be signed by the parties then typed up and a copy sent to each.

The mediator provides a safe, secure and calm environment for parties to be heard and have their say to talk through their views and needs.

The mediator ensures the discussion is balanced and no one is disadvantaged through the mediation process.

What are the benefits of Workplace Mediation?

- Disputes can be resolved quickly and cost-effectively – usually in a day. (Contact us for a quote).
- Outcomes are usually win/win as those involved have worked out their own solutions which are acceptable to all, therefore they are more likely to last
- Mediation is a voluntary process, so people should not feel under pressure to attend or agree to things they are not comfortable with
- Improved communication between colleagues leads to better working relationships
- Workplace Mediation can benefit any size of organisation and save the time and money spent on an employment tribunal.
- Employees retain their jobs
- Absence through sickness is reduced
- Confidentiality is maintained

We also offer:

Community Mediation We can help resolve disputes over noise, parking, anti-social behaviour, animals, boundaries and hedges, harassment or abusive behaviour.

Time 2 Talk – Intergenerational Mediation Communication broken down within your family? Walking on eggshells? Our mediators can help you talk to, listen to and understand each other better.

Family Mediation Separating from your partner? Need help with arrangements for the children or sorting out finances? We offer a cheaper and less stressful alternative to court. We provide this service in Brighton, Eastbourne, Hastings and Shoreham and hold a Legal Aid contract, making mediation free for those eligible for Legal Aid.

About us: HRMS started in 1995 offering Community Mediation to the residents of Hastings. The service has expanded over the years to cover Rother and to provide different types of mediation to residents of these areas. Our services are delivered by a dedicated team of trained, experienced volunteers and we are proud of the high quality of the service we deliver.

WORKPLACE MEDIATION

ALTERNATIVE CONFLICT
RESOLUTION FOR BUSINESSES
AND ORGANISATIONS



Hastings & Rother Mediation Service
01424 446808
admin@hrmediation.co.uk
www.mediationeastsussex.co.uk

Registered Charity: 1100825