

Workplace Mediation

Resolving Workplace Disputes

Quickly, Informally, and Effectively

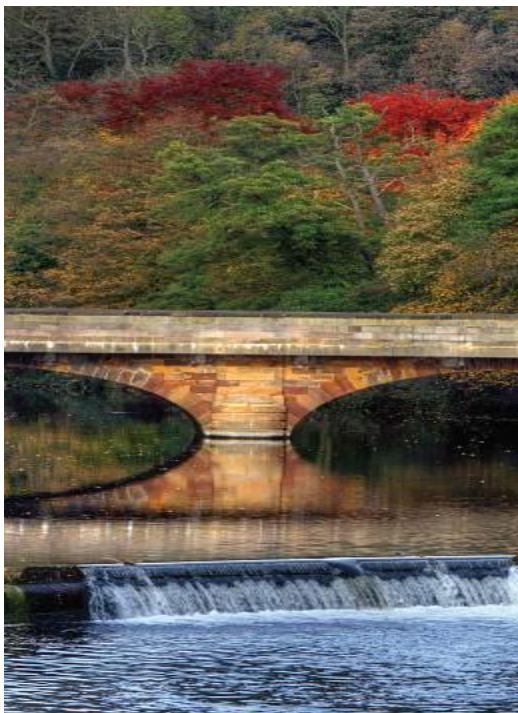
Workplace Mediation

Preserving relationships, avoiding formal action.....

People who spend their time working together are bound to encounter conflict from time to time. Relationships that have taken years to build can be pushed to the limit or even ruined when colleagues' personalities clash, while people with diverse values or different expectations of each other can fall out over seemingly minor incidents.

Managing and restoring people's working relationships can be one of the most challenging and time-consuming aspects of any manager's role. Failing to respond quickly and positively can often cause problems to escalate, but responding too formally can lead to people becoming entrenched in their conflict.

An early and informal approach to dispute resolution is now encouraged by employment legislation. The 2009 ACAS Code of Practice encourages the use of the 'quiet word' and of the greater use of mediation for resolving workplace disputes. More organisations are realising that restoring working relationships as quickly and simply as possible, can lead to significant long-term savings.



Some advantages of mediation are:

- people's working relationships are preserved and often improved
- the distraction, expense and delays of formal action are avoided
- costs are kept to a minimum
- policies and practices can be revised in order to avoid the re-occurrence of disputes
- staff can be retained, and new training needs may be identified
- even if mediation is unsuccessful, the employer has conformed to legislation by employing it

Successful and flexible

Numerous studies and literature published on workplace mediation show that resolution is reached in around 80% of cases. Given that a successful mediation alleviates the need for employers to take further formal action, massive savings can be achieved in a great majority of cases.

Mediation also offers a very flexible process, which can be adjusted according to the needs of the employer and the individuals in dispute:

- Mediation can be used for a conventional two-party dispute or for disputes involving entire teams or groups
- The individuals meet separately and privately with the mediator before coming together to negotiate their agreement
- If preferred, the mediator can shuttle between the parties to begin with, only bringing them together when they feel ready
- The mediator will follow up at around six weeks post-mediation, checking on progress and ensuring that their agreements are working effectively

“A problem is a chance for you to do your best.” Duke Ellington

The kinds of disputes most suitable for workplace mediation are:

- personality clashes
- communication problems
- difficulties arising from re-organisation or re-deployment
- issues of management style
- perceptions of unfair treatment
- early stages of Dignity at Work claims
- pre-formal stages of the grievance process
- harassment, bullying and discrimination

Expert mediators, working to professional standards

The people involved in a workplace dispute, as well as the employer funding the mediation, need to understand that the mediator is working to the highest professional standards. In particular, all parties need to know that the mediator:

- Is trained and accredited to the highest level
- Has several years' post-qualification experience in workplace mediation
- Works to a recognised code of practice
- Is accountable to a professional body
- Holds appropriate indemnity insurance for their mediation work

The national mediator panel operated by UK Mediation Ltd provides professional workplace mediators who meet and often exceed these requirements.

We have gained an impressive reputation, while also defining the benchmark standards for workplace mediation in the UK. We have successfully completed hundreds of mediation cases dealing with a wide range of workplace conflicts.

“Trust is the glue of life. It's the most essential ingredient in effective communication. It's the foundational principle that holds all relationships.” Stephen R. Covey

A simple enquiry and referral process.....

We recognise that when you are dealing with a dispute, you need a quick and straightforward way to make your enquiry and to refer the case to a suitable mediator.

For this reason, we have developed our 1-2-3 referral service. This means that if you have employees who are in dispute at work, you can rapidly and easily employ a professional mediator by taking the steps below.

1. Call us during working hours and you will be put straight through to a mediator/case manager for a free and no-obligation assessment of whether mediation is likely to be suitable
2. We will quote you a fixed-price fee for the mediation, with no hidden extras, **and will e-mail you a short referral form at the end of the call**
3. A suitable mediator from our national panel can be with you in 5 working days, and in 90% of cases will complete the mediation in a single day

Some benefits of workplace mediation for employees

- voluntary: no-one can be forced to take part
- without prejudice: if mediation fails, the option to pursue formal action remains
- confidential
- quick: most disputes are settled in a single day
- empowering: the individuals themselves decide the terms of their agreement

Experienced mediation professionals

Choose UK Mediation to provide you with a professional mediator. We are the mediation specialists, and have more than ten years' experience in helping people to stay out of court and out of the employment tribunal.

Our mediators are qualified to the highest standards, and are all members of the UK Register of Mediators, the benchmark standard for mediation practice in the UK. Our service is accredited by The Civil Mediation Council, and we are also accredited providers to the National Mediation Helpline, set up by Her Majesty's Court Service (HMCS).



UK Mediation treats employees, customers and suppliers equally and with respect. This is irrespective of disability, race, gender, age, faith, economic status or sexual orientation. Equality and Diversity is constantly promoted and monitored, and remains a priority in all aspects of our business.



INVESTOR IN PEOPLE

Contacting us

Thank you very much for showing an interest in our mediation services. We hope that you have found this brochure helpful in describing how we work.

If you have a case that you feel may be suitable for mediation, or if you would like to find out more, please contact us using one of the methods below.

Website: www.ukmediation.net

Our website includes information on the mediation process, case studies of where mediation has been applied successfully, and even DVD clips of a typical workplace dispute and how mediation would be applied to it. You will also find a contact form, which you can use to get in touch with us in confidence.

Telephone: [0845 200 8232](tel:08452008232)

We appreciate that some disputes include very delicate subjects, and therefore might need to be discussed at greater length over the phone. For this reason we have a telephone line dedicated to finding you a suitable mediator for your particular situation. Please call [0845 200 8232](tel:08452008232) to discuss the dispute with one of our advisors. They can assess your case's suitability for mediation, and can advise on how best to proceed.

Online: admin@ukmediation.net

Send us an e-mail including your contact details, and we will get an advisor to call you back and talk about your situation, assessing whether mediation is suitable for your particular dispute. We can usually get back to you within 24 hours.

Our advisors will be happy to help you to decide whether mediation may be the best way forward. We look forward to hearing from you.