



MEDIATION AND CONFLICT RESOLUTION

RESOLVING WORKPLACE
CONFLICT WITH A MEDIATOR



EMERGENCY SUPPORT
NETWORK PTY LTD

Specialising in People Risk Management

WHAT IS WORKPLACE CONFLICT?

Conflict between two or more individuals in the workplace can be caused by clashes of expectation, needs or values.

Personalities among colleagues can differ widely, so it is inevitable that organisations will at some stage experience conflict.

THE DANGERS OF CONFLICT

- Conflicts typically emerge from and fuel breakdowns in communication.
- Coping with the resulting stress can pose a risk to the wellbeing of individuals involved.
- This in turn may lead to poorer work performance.
- Issues can spread to the wider team and introduce a risk to the general harmony, reputation and efficiency of the organisation.

THE ROLE OF THE MEDIATOR

- Assist parties to understand and agree on the need for a resolution through mediation
- Set a clear agenda and maintain order
- Clarify the issues – separate facts from opinion
- Defuse unrealistic expectations – improve communication
- Assist parties to develop their own proposals
- Help negotiate possible outcomes
- Guide parties to accept a mutually satisfactory solution

WHY MEDIATION?

The purpose of the mediation process is to introduce an experienced mediator to the situation in order to:

- Increase understanding for both parties
- Develop a clear path that allows better communication and cooperation in the future

IMPARTIAL GUIDANCE

It is always vital for individuals involved to feel that their workplace dispute is being dealt with fairly and with complete impartiality. Parties may perceive attitudes of either loyalty or prejudice among management and their colleagues. If present, these perceptions undermine confidence during any internal attempts to resolve the conflict.

PRESSURE AND JUDGEMENT FREE ENVIRONMENT

Emergency Support Network (ESN)

mediation introduces the opportunity for each participant to fully explain their side of the problem to an experienced and neutral mediator.

THE MEDIATION PROCESS

1. MEDIATOR APPOINTED

If all parties agree that a resolution is necessary and welcome then the organisation can contact Emergency Support Network (ESN) and a mediator will be appointed.

2. PRE-MEDIATION MEETING

The mediator will invite each individual to a private meeting. In these the mediator will outline the general mediation process as well as their own role. They will assure impartiality and confidentiality and explain any conditions or ground rules. As necessary they will gain agreement for the release of information to any third party. They will seek to understand thoroughly and then summarise the pertinent issues. These priorities will be confirmed and useful options for resolution developed.

At this stage the mediator will assess whether mediation is in fact the most appropriate approach moving forward. If more effective or additional methods are deemed appropriate the mediator will suggest these options.*

3. FACILITATED MEETINGS WITH BOTH PARTIES

Once satisfied that mediation is the most effective tool for the situation a meeting will be arranged for the two parties to meet together with the mediator. The mediator will facilitate this meeting. The issues will be presented and addressed. Under the mediator's guidance an agreement for resolution will be reached.

4. MEDIATION FOLLOW UP

Clarification will be provided around any potential future follow-up. This may include additional meetings, agreement modification, or arrangements should one party breach the agreement.

BEYOND MEDIATION

* *Mediation is not always the most appropriate or effective method of resolution and **Emergency Support Network (ESN)** can help you determine whether it is or not. There are many additional and alternative solutions that are available if required. Please call or email us to discuss your situation in confidence.*

FOR FURTHER INFORMATION, PLEASE CONTACT

EMERGENCY SUPPORT NETWORK PTY LTD

Phone: +61 8 9203 7777
Email: info@emergencysupport.com.au
Website: www.emergencysupport.com.au

