

RESOLVE : ASL

Mediation Service

## Workplace Mediation

**A fully independent service to resolve disputes in the workplace for both Education and Third Sector to support healthy wellbeing and a stress free workplace.**



In the modern workplace nothing slows down progress faster and causes stress absence than conflicts and disagreements associated with unresolved human resource issues.

The resolution of interpersonal disputes by experienced and qualified mediators provide a non-adversarial alternative to otherwise expensive sanction-oriented actions.

Our team of mediators can provide a confidential and impartial service to assist colleagues in dispute to find ways to manage and resolve differences. Our mediators will not make decisions but help the parties to:-

- communicate with each other
- identify key issues
- discuss concerns and problems that have arisen AND
- look at the option to moving forward and finding constructive solutions
- help restore a healthy workplace environment



**Conflict** between colleagues is often unavoidable, but need not produce negative results.

With **Workplace Mediation:**

- over 90% of disputes are resolved in just one day
- 83% of employers saw improved relationships between employees
- 98% of clients feel mediation resolves the issues it is designed to address  
(CIPD survey report 2007)



**Unresolved conflict costs a lot more than just money**

- lost productivity
- management time
- recruitment costs
- sickness absence
- loss of key staff
- reduced morale

★★★  
★ **Mediation** used at early stage conflict  
★ in the **workplace** can be effective to  
★ avoid lengthy formal processes and  
★ suitable for issues such as:-

- serious disagreements
- allegations of bullying or other unacceptable behaviour
- change management issues
- individual and collective employment disputes

★ **Mediation** works best when those  
★ involved are

- willing to take part
- prepared to be honest and open
- want to work cooperatively with other parties to find a solution
- would like to continue to have a relationship / partnership in the future
- each party feels safe and there is no threat of verbal or physical violence

★ **Mediation** offers many benefits  
★ including:-

- high probability of success
- cost effective, timely, much less expensive and far quicker than litigations or tribunals
- gets to the root cause of problems
- minimises interpersonal/team/client politics
- offers a dignified resolution to the conflict process while building self esteem, inspiring enthusiasm and restoring confidence



*“mediation helped the teaching staff discuss conflict issues, improve communications and work together as a team”*

*“the mediator was personable and friendly and successfully kept discussion on track”*

*“the mediator helped identify options”*

*“mediation is a flexible and informal process”*

*“the mediator helped us all to communicate concerns to each other”*

*“after mediation the school department became a healthy and happy environment”*

*“the mediator was discreet”*

To find out more about **Workplace Mediation** and how it can help resolve your issues you can contact Sandra or Alison by email, [resolve@childreninscotland.org.uk](mailto:resolve@childreninscotland.org.uk) or telephone 0131 313 8843/4

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