

Mediation

What is Mediation?

When someone has a difficult working relationship or a disagreement with a colleague, talking to the other person about the problem can seem impossible. Mediation is a way of facilitating a discussion so that the situation can be resolved and the parties involved can get on with their normal working life.

Why is it important to have mediation?

Mediation can be less stressful than becoming involved in a formal procedure. It can be used at any stage in a problem but is often most effective if used early on. Mediation can also be helpful following the conclusion of a formal employment procedure such as a grievance, where the aim is to repair a working relationship which has become strained during the formal process, and to help the parties move forward in a positive way.

How does mediation work?

Mediation is a process by which an impartial, trained person helps two or more people who are having difficulties with their working relationship to talk about their situation, exchange their concerns, and help them to find their own solution and reach an agreement that will sort out their problem or improve the situation. The main criteria for success are that all parties want to resolve the difficulties.

On or before the day of the mediation discussion, the mediator will have a preliminary meeting with each of the parties separately. They will explain the process for the mediation discussion, and where appropriate will help the two parties to think through what they wish to say during the joint meeting.

During each mediation session the mediator will set the scene and assist the participants to explore the issues. The mediator will encourage the participants to generate solutions to problems and reach agreement, usually including a written summary of what has been agreed signed by all parties.

What are the benefits of mediation?

Where an issue is developing, early mediation can prevent escalation. Issues can be resolved quickly with mediation thereby saving the costs, stress and absence levels associated with formal procedures. Mediation encourages joint problem-solving, skills which will stay with the parties and also gives a sense of ownership of the solutions that are generated.

If you would like to discuss our mediation service in more detail contact aim2aim on 0843 2050 867 or e mail info@aim2aim.co.uk