



Outcomes

Employees also need to understand that there is no expectation or requirement on them to have to arrive at a resolution if they genuinely do not feel that this is possible.

What is key is that there are no preconceived ideas about the outcomes by the mediator or management and that the mediators are impartial at all times.

The mediator will not be investigating any alleged conduct and will not be arriving at findings or conclusions about anyone's conduct. Mediation is all about respecting the dignity and experience of everyone involved and attempting to find a way forward for all concerned if this is at all possible.

Whilst the parties are responsible for arriving at a resolution, the mediator will maintain control of the process at all times and will ensure that all parties behave respectfully and appropriately throughout.

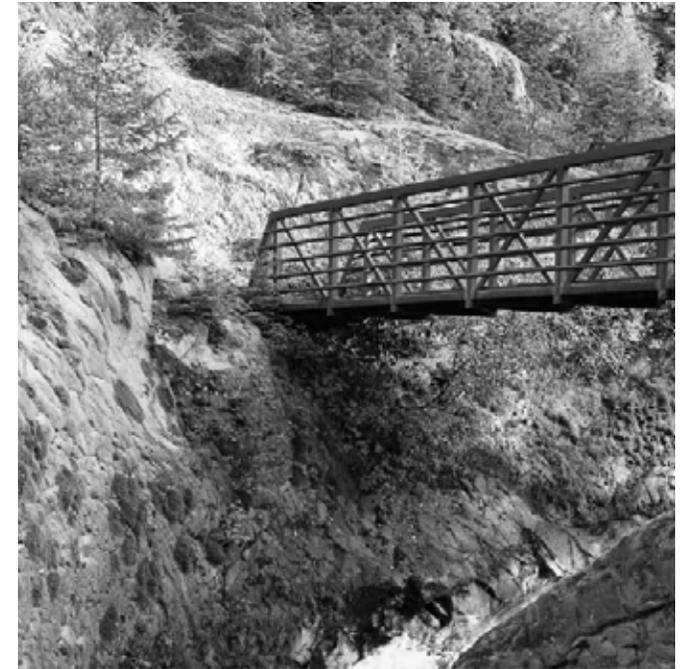
About CiC

CiC has been helping organisations get the very best out of their people since 1988. From construction and engineering companies to universities and schools, from local councils to international news agencies, we support managers and employees in some of the world's most demanding environments. In a world where milliseconds can mean the difference between success and failure, a healthy workforce is not a luxury, it is a critical commercial concern. Access to tailored psychological support is vital for any organisation that cares about the well-being – and the performance – of its people.

CiC's Mediation Support staff are selected from our most senior and highly qualified clinicians. All CiC counsellors are professionally accredited by either the British Association for Counselling and Psychotherapy (BACP), the United Kingdom Council for Psychotherapy (UKCP) or the British Confederation of Psychotherapists (BCP).

For further information or advice please contact your line manager or a member of the HR team.

Introduction to the Mediation Process



CiC and University College London

