

Introduction to the mediation process



Introduction

Mediation is an informal process that provides people at work with the opportunity to discuss their issues with each other with the help of an outside, independent person. The mediator will not impose a solution on the parties as it will be up to the employees engaged in the mediation process to arrive together at a resolution that all feel they can live with. The mediators are trained independent people whose role is to assist the parties to identify the problems and facilitate a safe and respectful discussion and explore whether a settlement or resolution is possible. Parties are also free to end or pause their involvement in the process at any time.

What is mediation?

Mediation is an informal process that provides people at work with the opportunity to discuss their issues with each other with the help of an outside, independent person. The mediator will not impose a solution on the parties as it will be up to the employees engaged in the mediation process to arrive together at a resolution that all feel they can live with. The mediators are trained independent people whose role is to assist the parties to identify the problems and facilitate a safe and respectful discussion and explore whether a settlement or resolution is possible. Parties are also free to end or pause their involvement in the process at any time.

Voluntary

It is very important that each person makes their own decision about whether or not they wish to participate as it is a voluntary process. All that is required initially is that the parties feel a willingness to attempt the resolution process. This does not have to mean that they like the other person or will end up liking them or befriending them, only that they are willing to enter into a frank and honest discussion of the issues in an effort to resolve them.

Confidential

Whether an agreement is reached or not the detail of what is discussed during the various individual and group sessions is confidential and the parties and mediators are bound by the agreement not to disclose the content of the discussions to anyone outside of the process, unless express permission is given by the parties to do so. In some instances matters may be discussed with the mediators which raise a duty of care and these matters may need to be disclosed by the mediator to the HR and/or commissioning manager.

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.



Want to know more?

T: +44 (0)20 7937 6224
E: enquiries@cicwellbeing.com
cicwellbeing.com

