



Mediation

It is well recognised that conflict at work is costly, time consuming and counter productive. Forward thinking organisations are increasingly turning to mediation as the answer.

What is mediation?

"Mediation is a flexible process conducted confidentially in which a neutral person actively assists parties in working towards a negotiated agreement of a dispute or difference, with the parties in ultimate control of the decision to settle and the terms of resolution."*

Why mediate?

- It is quick and cost effective when compared with long grievance/disciplinary investigations
- Reduces the need for management time on protracted formal processes
- Research demonstrates that effective mediation reduces sickness absence and increases productivity
- Approximately 80% of mediations are successful

When can mediation be used?

Formal mediation, normally using external mediators, can be used at any stage in workplace conflict, for example:

- At the beginning of a grievance/harassment issue
- During a protracted disciplinary issue
- At the end of a harassment investigation when parties have to work together again

Informal mediation skills can be used by people managers in the way in which they deal with conflict at work, for example

- Managing a difficult absence issue
- Delivering poor feedback
- Convening a grievance meeting and carrying out a grievance investigation

Aims of this course

- D&W can offer training to people managers on mediation skills which they can apply to workplace disputes
- This course will cover the basic principles of mediation
- The course will focus on interviewing skills and listening techniques which should help managers to defuse conflict
- The course content will be tailored to fit with your own internal policies and procedures

Delivered by

Eilidh Wiseman, Partner and Head of Employment Law at D&W and Valerie Dougan, Professional Support Lawyer are both accredited mediators.

Booking

This course will take place over 2 hours and can be delivered at your premises.

*Centre for Effective Dispute Resolution

If you would like any further information on this document or any other Mediation issues, please contact

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This information is correct to the best of our knowledge and belief at the time of going to press. It is however written as a general guide, so it is recommended that specific professional advice is sought before any action is taken. We are required by law to protect personal data.

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