

**Our approach  
to mediation at  
NVC Resolutions is:**

Confidential  
Impartial  
Respectful  
Understanding  
Flexible  
Professional

**Why try Mediation?**

**Because Mediation:**

Is confidential  
Is unbiased  
Is voluntary

Encourages disputes to  
settle at an early stage  
Puts you in control  
Is less stressful than  
going to Court  
Could be cheaper and  
quicker than going to Court  
Is less formal than a tribu-  
nal or trial by a judge

Daren De Witt  
& Anna Finlayson  
NVC Resolutions  
trading as NVC Training  
4 Gladstone Rd  
Buckhurst Hill  
Essex IG9 5SW, UK  
t: 020 8506 9793  
e: [nvc@nvc-resolutions.co.uk](mailto:nvc@nvc-resolutions.co.uk)  
[www.nvc-resolutions.co.uk](http://www.nvc-resolutions.co.uk)

## Mediation for Organisations

*“Mediation is a process where an independent third party is invited to work with two or more people to help them reach a constructive resolution to their conflict.”*

Our workplace mediation service provides a prompt, discreet and cost effective remedy to workplace conflicts, disputes and disagreements. Our approach at NVC Resolutions is based on the process of Nonviolent Communication™ created by international mediator and peaceworker Marshall Rosenberg.

### In mediation we support each party to

- ◆ State clearly what is happening without blame or judgement.
- ◆ Build trust by communicating clearly and effectively from their hearts.
- ◆ State clearly their unmet needs which underlie the conflict.
- ◆ Listen to and connect with the needs of the other party.
- ◆ Clarify what the parties want to do cooperatively to resolve the conflict, through the agreement of specific strategies.

## Summary of the Mediation Process

### Prior to Mediation

- ◆ We receive your enquiry and discuss mediation and your expectations.
- ◆ We check that all parties are willing to go to mediation - consent is integral to our way of working. We would then agree times to meet with all parties, both separately and together.
- ◆ We ask that a neutral venue consisting of two rooms and a waiting area is made available in readiness for mediation.
- ◆ We provide a detailed schedule for mediation.

### The Mediation

- ◆ We meet all parties separately for individual meetings to get to the needs at the root of the conflict.
- ◆ We arrange for all parties to meet together in a joint meeting with the mediator/s.
- ◆ At the end of the mediation, we summarise any agreements/understandings reached and send copies so that all parties can have reference to them.

### After Mediation

- ◆ We offer ongoing support and follow up as required.
- ◆ We follow up the case after one month

### Length of Sessions

- ◆ In most workplace conflicts involving 2 parties, mediation tends to last for at least one full day.
- ◆ In 3 or 4 party conflicts, mediation tends to last for two or three days depending on the complexity of the situation.
- ◆ We can offer 2 mediators who co-mediate or a single mediator, depending on the length and complexity of the issue.

## About Mediation

"Mediation can be particularly beneficial where a continuing relationship is necessary - for example in a business case. For some people taking a case to court can appear intimidating, time-consuming and stressful - not to mention costly. Mediation provides an alternative that allows parties to discuss the issues in a less formal environment, to patch up differences and to agree a settlement."

- Lord Falconer, Secretary of State for Constitutional Affairs – Justice, Rights and Democracy.  
9th March 2007  
[www.news.bbc.co.uk](http://www.news.bbc.co.uk)

### Mediation can be used to resolve conflicts:

- ◆ Between staff
- ◆ Between managers
- ◆ Between managers and their staff
- ◆ Within or between teams of any size including project or matrix teams
- ◆ With your customers, clients, suppliers, purchasers, funders, etc

### What are the benefits of workplace mediation?

- ◆ It creates a safe place for all sides to have their say and be heard.
- ◆ It stops conflicts escalating out of control and affecting the wider team.
- ◆ It reduces the stress and anxiety so commonly associated with workplace conflict.
- ◆ For employers it reduces the cost of conflict and reduces the risk of litigation.
- ◆ For employees it ensures that they have an equal say in outcomes.
- ◆ It creates a more harmonious and enjoyable working environment.
- ◆ Mediation places responsibility for the resolution of the conflict directly with the parties involved.
- ◆ Because the solution is worked out and agreed to by both parties it is more effective and longer lasting.
- ◆ By engaging in mediation, the parties are sending out a clear message that they are serious about reaching a constructive resolution to their conflict.

### Mediation and the Law

Mediation is not a legally binding process. Any agreements are reached voluntarily and cooperatively. Fulfilment of agreements is dependent on the goodwill of all parties concerned.

### How much does mediation cost?

We use a sliding scale depending on the status of the organisation e.g. charity or corporate status. Fees are charged per day and include all preparation, the actual mediation, and any follow up work required, such as drafting and redrafting agreements, ongoing support and evaluation.

### Further Information

For further information or to discuss please contact Anna Finlayson or Daren De Witt at NVC Resolutions.

Daren De Witt  
& Anna Finlayson  
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