

Workplace Mediation for Organisations & Businesses

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Download our Workplace Mediation brochure here (115.4kB - Adobe Acrobat Reader required).

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 for organisations and businesses 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 peacemaker Marshall Rosenberg. Daren and Anna of NVC Resolutions bring to this work 8 years experience of practising and teaching Nonviolent Communication (NVC) and 9 years experience as mediators and mediation trainers.

In workplace mediation we support each party to:

- State clearly what is happening without blame or judgement.
- Build trust by communicating how they are feeling, clearly and non-judgementally.
- Express 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.

Why try Workplace Mediation?

Because Workplace Mediation:

- Is confidential: Only the people in the room together need know what is discussed.

- Is unbiased: All sides in a disagreement are listened to and their perspective and needs are understood.
- Is voluntary: It is undertaken in a spirit of willingness to cooperate and seek a joint resolution of the issues.
- Puts the parties in control: No one is forced to do anything. Agreement is reached consensually.
- Creates harmony: Because the agreement is reached consensually it is more likely to resolve the issue more permanently, and to re-establish the possibility of working relationships.
- Is beneficial Workplace Mediation is likely to be considerably cheaper, quicker and less stressful than going to Court or attending a tribunal.

"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 (quoted from www.news.bbc.co.uk)

Summary of the Workplace Mediation Process

Prior to Mediation:

- We receive an enquiry from your organisation or business and discuss mediation and your expectations with you.
- We check that all parties are willing to go to mediation - consent is integral to our way of working.
- We 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.
- We can offer 2 mediators who co-mediate, or a single mediator, depending on the length and complexity of the issue.

The Workplace Mediation Itself:

- We meet all parties separately for individual meetings so that we can gain an understanding of their issues and the needs at the root of the conflict.
- We meet the parties together and support them to express themselves and to hear and understand each others point of view, and come to joint agreement about how they will resolve their issues.
- 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 to check how it is going and if agreements are still in place.

Length of Sessions:

- In most workplace conflicts involving 2 parties, the whole workplace mediation process outlined above tends to last for approximately one full day.
- In 3 or 4 party conflicts, workplace mediation may last for two or three days depending on the complexity of the situation.

Interested in Workplace Mediation for your Organisation?

If you would like to receive some mediation support for your organisation or business or would like to discuss this, contact Anna or Daren at NVC Resolutions by phone or email. Our contact details are towards the top on the right hand side of this page. Or fill in the enquiry form on the right of this page.

If conflict is a very present reality in your work environment you may also be interested in our workplace conflict management training to help you and others in your organisation develop your ability to deal with workplace conflicts as they arise. Go to our workplace conflict management training page for more information.

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