



# MEDIATION MECHANICS

**WORKPLACE MEDIATION**





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Within diverse groups of people, conflict is inevitable. In the workplace, the likelihood of conflict can be heightened: fuelled by stress, contrasting personalities and values, job pressures, and communication teams, incidences of hostility or aggression and poor communication.

Poorly managed or unresolved conflict not only affects the performance of those directly involved in the conflict, but the productivity of others around them. Conflict in the workplace can also lead to absenteeism, affected turnover, legal action and strains internal resources that are required to manage the situation.

Mediation can be used to create a workplace culture of fairness and equity, and to support human Resources policies in the areas of conflict resolution and performance management.

With skilled third-party intervention, effective mediation gets to the heart of the matter to ensure resolution, while upholding respect for an organization's employees integrity, and the business objectives.

Our approach, interest based mediation, promotes improved working relationships, effective communication and skill development in problem-solving and conflict resolution.

At Mediation Mechanics, our Qualified and Certified mediators are affiliated with CEDR (Centre for Dispute Resolution) U.K. the largest conflict management and resolution consultancy in the world. They are committed to the development and promotion of dispute resolution Services, and excellence in the field.



## Objectives

At the end of mediation, participants will be able to do the following:

- Understand their own involvement and take accountability for their actions.
- Establish and enact upon agreements based on their own understanding of the conflict.
- Better understand internal policies and codes of conduct
- Handle future situations with developed problem solving and conflict resolutions skills.
- Create and contribute to a respectful work environment; lead by example.

## Workplace Impact

At the end of mediation, participants will be able to do the following:

- Supports a workplace culture of fairness and equity
- Supports Human Resources policy in the areas of conflict resolution and performance management
- Improves working relationship, effective communication and skill development in problem-solving and conflict resolution
- Reduces and/or prevents absenteeism, turnover, and /or legal action



## Structure

Delivered as a series of meetings between affected parties. Mediation only begins when all the parties agree to be willing and engaged participants in the mediation process.

- Initial in-depth interview process allows the mediator to assess the situation and provide preliminary coaching in support of the process to achieve desired results.
- Based on gathered information and facts, the mediator will determine the structure of the process.
- Mediators will use fundamental principles, primary interest based mediation, which promote improved working relationships, effective communication and skill development in problem-solving and conflict resolution.
- Participants able to reach an agreement will craft agreements to solidify the resolution after the mediation has ended. Instances where an agreement is not reached, recommendations on how best to manage the situation will be provided to the organization.
- Confidentiality ensures that privacy and respect are maintained during and after mediation.