

Does conflict impact on the success of your business?

Mediation is the smart way to deal effectively with all kinds of conflict.

Benefits of Mediation

By initiating mediation in the workplace the employer:

- shows a commitment to resolution of the conflict
- fulfils their duty of care
- remains neutral

By focussing on the people, not just on the presenting issues, mediation helps revive interaction with colleagues. It increases personal effectiveness and reduces absenteeism.

By rejecting the concept of 'blame' mediation helps repair and improve relationships and lets organisations concentrate on core business.

Mediation is particularly effective when helping groups or teams work cooperatively. It helps by increasing peoples' understanding of each other and by identifying their shared goals.

How to get in touch and find out more about Mediation Somerset

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Resolving Conflict in the workplace



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Mediation and its application in the workplace

Conflict in the workplace is almost inevitable and can be healthy. However its impact changes dramatically when it becomes personal and interferes with the effectiveness of an organisation.

Improving communication



Issues suitable for mediation:

- Disagreements about roles, responsibilities and styles of working
- Allegations of bullying or abuse of power
- Allegations of discrimination
- Contractual issues
- Personality clashes
- Relationship breakdowns

Mediation Somerset provides employers with a **cost-effective** remedy as an alternative method of resolving conflict between:

- Staff
- Managers
- Managers and staff
- Teams
- Customers, suppliers or purchasers

Mediation is a structured process of communication led by an independent facilitator who controls the process but encourages the parties to **accept** ownership of the problem, solution, future actions and consequences.

How the Mediation Somerset process improves communication:

- It is voluntary and creates a **safe** environment where all issues can be identified
- It enables all the parties to consider the issues from the other person's perspective
- It provides the participants with an opportunity to fully consider the impact of their actions
- It is informal and **confidential** but encourages accountability

Mediation in the workplace can be successful because it allows the parties to:

- Define the issues
- Set the agenda
- Explore solutions

The mediator encourages participants to accept responsibility for seeking a resolution that they are committed to maintaining.

Mediation Somerset has trainers, mediators and conciliators to assist in the resolution of conflict.

Services that we offer include:

- Training and support for in-house mediation schemes
- Provision of independent mediators or conciliators
- Training of staff in mediation skills
- Working with teams in conflict
- Independent mediation service help line for staff to contact in the event of bullying, harassment or discrimination in the workplace



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