

A guide to Workplace Mediation



What is mediation?

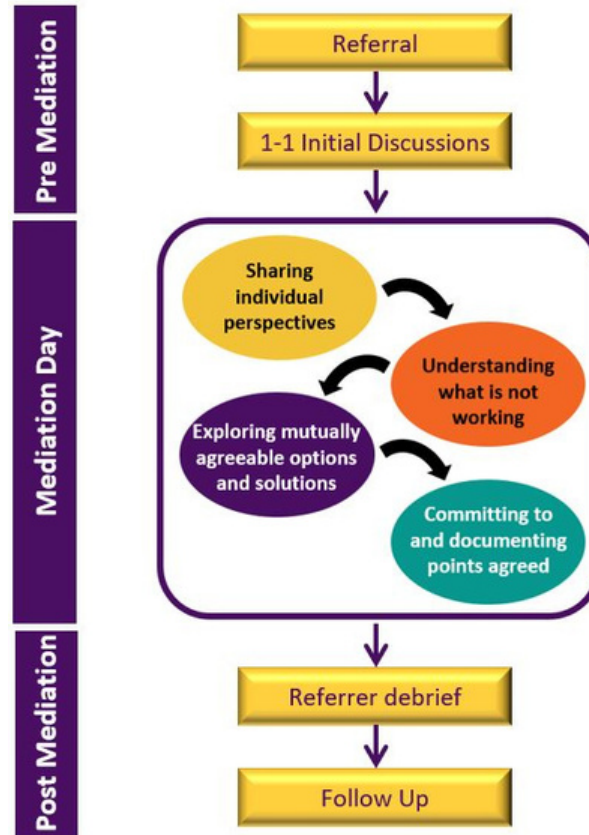
Mediation is a flexible, confidential and informal process which enables people who work together to resolve disagreements or disputes. It encourages participants to reach their own mutually acceptable agreement facilitated by an impartial mediator.

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The mediation process



Mediation4 is run by **Marc Reid** an experienced workplace mediator and trainer, accredited by CEDR and CMC Registered. He has mediated many cases for a wide range of business sectors and is author of three books on conflict management. Marc worked for 25 years in senior HR, commercial and general management roles in a FTSE 10 multinational company, where he set up and ran an internal mediation service before launching Mediation4 in 2011.

About mediation



Key features of mediation

Mediation is a **voluntary** and **confidential** process. A mediator is **impartial** and **facilitates discussion**, supporting all participants equally to **work together** to reach agreement. The whole process is **fast** and **flexible**.



Why mediation works

Mediation has a very **high success rate** as participants engage to **find a way forward**. The process **encourages communication**, enabling **exploration of the issues** and concerns and identifying **underlying causes**. Participants can appreciate **different perspectives**, understand how the conflict impacts each of them, and **problem solve together** to help them begin **rebuilding their relationship**.



Why use mediation

Conflict is destructive for organisations. It hurts people, wastes time and money, and distracts from business objectives. Mediation is a **flexible, cost effective** and **speedy** way to resolve relationship conflicts, **minimising negative consequences** like stress and sickness absence. It avoids the **damaging impact of formal approaches** which drive participants further apart. Mediation is widely regarded as **best practice**, with leading organisations adopting mediation as part of their **conflict resolution toolkit**.