**mediation4

A guide to **Workplace 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

Pre Mediation Referral 1-1 Initial Discussions Sharing individual perspectives **Mediation Day** Understanding what is not working Exploring mutually agreeable options and solutions Committing to and documenting points agreed Post Mediation Referrer debrief Follow Up



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 Mediation 4 in 2011.

About mediation



Key features of mediation

Mediation is a voluntary and confidential process. A mediator is impartial and facilitates discussion. supporting 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 with leading practice. organisations adopting mediation as part of their conflict resolution toolkit.

