



This is a regular look at recent news in the world of mediation, focusing in particular on the workplace and throwing in some of my own views for good measure. In this edition I've taken the liberty of presenting some of my own news, the launch of DIY Mediation. You can read all about it on page 2. I've also found some great articles from the past few months including reports on new data from CEDR and ACAS plus an article on mediation styles that rather annoyed me!

**Marc Reid**

### Latest mediation market audit shows growth



One of the largest mediation providers, CEDR (Centre for Effective Dispute Resolution) published in May the results of its latest biennial audit of the UK mediation market (click [here](#)). The market it examines is primarily commercial mediation—it does cover workplace but annoyingly this is not split out in the data. The good news is that the market continues to grow (5% up on 2014), albeit at a slower pace than previously. There are some positive signs. For instance there is a growth in the number of non lawyer mediators. Some results remain frustratingly similar to previous audits, in particular the dominance of a relatively small number of highly paid mediators and the over supply of mediators compared to the demand for cases. So, no revolution but evolution continues, which I definitely see as positive.

### Should you worry about which mediation 'style' is used?

This article from People Management (click [here](#)) appears to suggest that when commissioning mediation you have to think which style of mediation you want. I'm sorry but this makes me angry! It is a big enough challenge just to make organisations aware of mediation without trying to bamboozle them with all the different styles which are largely academic fabrications to facilitate a new PhD thesis! As mediators we should be meeting the customers need which is to help resolve the conflict, not give them a headache trying to understand how evaluative / explorative / transformational etc mediation styles differ from each other. Believe me, unless you are doing a doctorate in conflict management you can happily forget about all these styles, just mediate!

Want to share a thought or make an enquiry? We'll be glad to hear from you:

**Tel: 07870 444444**

**Email: [enquiry@mediation4.co.uk](mailto:enquiry@mediation4.co.uk)**

## Conflict costs!

This is another classic ‘how did it ever get that far’ story (click [here](#)). The Law Society Gazette details the case of two neighbours whose dispute over a £4,000 repair bill ended up with legal costs of over £300,000. It is a fine example of where the legal system is ill equipped to find a solution. There is probably no clear right or wrong in this situation, so a more nuanced approach is needed rather than the black / white resolution that a court provides. The article doesn't mention this but often in these type of cases the trigger incident (here the drain repair) is not the real problem. The issue that really needs to be resolved is the relationship between the neighbours which has broken down so badly that they are intent on mutual destruction. If only they had mediated!

## New ACAS research on conflict

In this HR Magazine article (click [here](#)) Brendan Barber, Chair of ACAS, gives his thoughts on how companies are changing their response to conflict. This is based on a new ACAS study, “Managing individual conflict in the contemporary British workplace”. The article points to a shift towards prevention rather than cure, and when conflict arises, a greater emphasis on informal methods of resolution. Brendan picks out 4 key areas for improvement including greater line manager confidence and using alternative methods such as mediation — an approach I obviously support! If you have time the research report itself is worth a look — the Exec Summary gives the key messages.



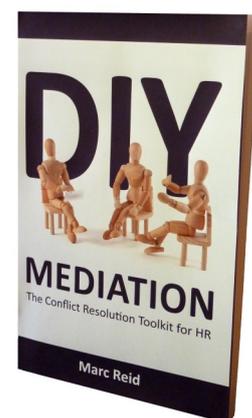
## Learn to resolve conflicts yourself with ‘DIY Mediation’

Here's my own piece of news! We are launching DIY Mediation to give you the skills, process and tools to support you in resolving low level workplace conflict using a mediation style approach. Based on the conflict management skills training we have been delivering for several years, DIY Mediation is a practical conflict resolution toolkit combining four key skills and a simple step by step process. It is primarily for HR professionals who need to nip in the bud those minor workplace issues where formal processes are not appropriate and calling in an external mediator is overkill. There are three ways to learn DIY Mediation:

- **Online learning series.** 15 short learning videos with additional tools and resources
- **Book.** ‘*DIY Mediation. The Conflict Resolution Toolkit for HR*’, available [here](#) in mid Sept.
- **Masterclass.** A one day workshop. Now taking bookings for 16th November.

Take a look at DIY Mediation on our new website [www.mediation4.co.uk](http://www.mediation4.co.uk) where you can also access our brand new Mediation Infobites. This is a free series of bite sized videos providing you with a quick and simple introduction to workplace mediation. There are also some great bonus items when you sign up for the free Mediation Infobites.

As a **special offer** to our News and Views Letter readers we are giving you a third off the price of the DIY Mediation Online Learning series. Use the code MfB16 to secure your discount.



Website: [www.mediation4.co.uk](http://www.mediation4.co.uk)