

## Interested in learning how you can resolve low level conflict yourself?

**DIY Mediation** is a structured, mediation style approach you can apply to nip workplace conflict in the bud. It combines 4 key skills and a simple 5 step process, with support tools.



DIY Mediation is ideal for HR professionals but is a valuable tool for anyone who manages people.

### 3 ways to learn DIY Mediation



#### DIY Mediation Masterclass

Book a one day workshop to learn the skills, process and tools



#### Online Learning Series

Learn through bite sized videos with online support tools



#### Book

Buy the book 'DIY Mediation' from online sellers



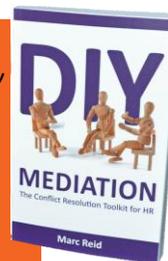
Mediation4 is run by Marc Reid an experienced workplace mediator and trainer, accredited by CEDR and CMC Registered. He has mediated many cases across a wide range of business sectors and

is author of "DIY Mediation. The Conflict Resolution Toolkit for HR." Marc worked for 25 years in senior HR, commercial and general management roles in a FTSE 10 multinational company, for which he set up and ran the internal mediation service before launching Mediation4 in 2011.

CMC Registered  
MEDIATOR

*"DIY Mediation by Marc Reid delivers a hands on solution to the problem so many HR professionals try to ignore... it is a manual for every HR manager out there who genuinely wants to address conflict whilst it is still low level and capable of being addressed without reliance on formal procedures..."*

Graham White – former NHS Director of HR



 mediation4

supporting you to resolve workplace conflict

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## A guide to Workplace Mediation



Find out more at:  
[www.diymediation.com](http://www.diymediation.com)



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## What is mediation?

Mediation is a flexible, informal and confidential 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.



## Why organisations use mediation

Conflict is destructive for organisations. It wastes time, money and distracts focus from business objectives.

### Cost effective

Dealing with a conflict situation can cost thousands in HR and management time

### Avoid negative consequences

Conflict causes stress and sickness absence, poor performance and higher staff turnover

### Best practice

Many leading organisations are adopting mediation as part of their conflict resolution toolkit

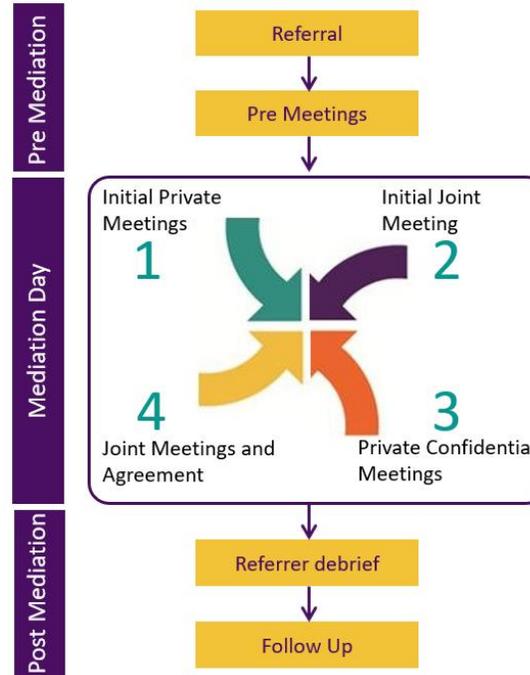
### Regulation

There is a clear push from government to promote informal resolution and avoid the courts and tribunals

### Flexibility

Mediation can be used in a wide variety of workplace situations, particularly where there are communication issues, personality clashes, low level bullying etc.

## The mediation process



## Why mediation works

Mediation is considered to be effective in over 80% of cases. The success rate is so high as the process:

- Enables exploration of the issues and concerns of all participants by identifying underlying causes
- Encourages communication and separates the people from the issues
- Allows those involved to understand the impact of the conflict on each other
- Helps overcome blockages using joint problem solving, enabling win-win solutions
- Rebuilds relationships and empowers participants to resolve future workplace difficulties themselves

## Key features of mediation

### Confidential

All discussions remain confidential; no content is disclosed outside of the mediation

### Voluntary

Mediation can only take place if agreed to by all participants

### Participants work together to reach agreement

The mediator facilitates discussion and idea generation between participants who take responsibility for the agreement they reach

### Fast and flexible

Mediation can resolve issues before they escalate. It can be arranged quickly and completed in a few days

### Impartiality

The mediator supports all participants equally, co-ordinating the process and ensuring everyone has fair opportunity to speak and respond

