



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 look at an article by CEDR Founder Dr Karl Mackie on how mediation can help in dealing with cases where stress and poor mental health are factors. I also highlight a brilliant new short film produced by a community mediation service which is well worth watching.

Marc Reid

How mediation can help with mental health and stress



In this short article (click [here](#)) CEDR Founder Dr Karl Mackie reflects on a recent mediation case. He recounts how when one of the participants opened up and talked about how stress and mental health had affected him, it opened the way to more helpful dialogue. It points to one of the most beneficial elements of workplace mediation, the generation of empathy through speaking frankly and listening to the other person. In so many of the cases I deal with stress is a factor, and frequently for not just one but both people involved. It often results in periods of absence, which can be long term in many cases. How mediation can help in these situations is by addressing the underlying cause of the stress. By understanding what is not working in the relationship and causing the stress, the people involved can agree between them a way forward that will work better for them both. And as Dr Mackie points out, this will benefit not only those involved but those around them as well.

What does success mean in mediation?

Even though I quote them myself I baulk sometimes when I hear or read about figures or percentages relating to mediation 'success'. The problem is what does 'success' mean? In this article in Mediate.com (click [here](#)) the writer reflects on an 'unsuccessful' mediation. It ended without resolution of the conflict but the mediator then considers what they have gained by going through the process. For me success does not have to mean that those involved find a way to work together. In one of my cases a long standing dispute was resolved by one of the people involved realising that she did want to leave the organisation. She was grateful for the chance to have a proper discussion with her manager and for her it was a good outcome to have clarity about what she wanted to do.

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

Employment Tribunal update

In previous News and Views Letters I've reported on the impact of the removal of fees for Employment Tribunal claims following the Supreme Court deciding they were illegal. Ian Machray, Employment Law Partner at Field Seymour Parkes gives an update (click [here](#)) on the most recent statistics and we see a familiar story. Compared to the same period last year claims were up in April to June 2018 165% compared to the same period in the previous year. Naturally this has led to a backlog as the service is struggling to recruit staff to meet the new demands. Interestingly Ian mentions plans by the service to introduce alternative routes to resolution such as online and video. This is long overdue and is to be welcomed. It's just a shame nothing is likely to happen till 2020.

Co-worker conflict



I picked out two articles which highlight an issue which I have noticed myself in recent years. It is about the need for employees to take responsibility and address their issues with co-workers themselves

rather than relying in the first instance for somebody else to sort it out for them. In this article in People Management (click [here](#)) the author argues that what is needed is 'conversational intelligence', and in this CNN Business article (click [here](#)) the author suggests some basic tips on how to get along with co-workers. It is all common-sense but sadly is not practiced enough. And managers need to play their part and train employees so they have the skills they need.

Our latest book '8 Stages of Workplace Conflict— and how best to resolve each stage' is still available to download for free from our website. Just go to www.mediation4.co.uk and click on the download link.

Brilliant new film on neighbour conflict wins award



Tempest

I write frequently about the pain of neighbour conflict and yet it is difficult for

people to understand unless you have witnessed it first hand. Brighton and Hove Mediation Service have tried to address this by producing an exceptional short film about a neighbour dispute and how mediation is used. The film is professionally produced and rather than focusing on the process they capture the emotion and pain for the people involved. The film is featured in this ITV news clip (click [here](#)) and has recently won an award at the National Mediation Awards and rightly so. It is only 12 mins long so do take a look. You can watch the film [here](#).

Workplace vs Community mediation. Different or not?

In my most recent blog (click [here](#)) I consider the differences between workplace and community mediation. You might think that the two are very different, and indeed there are significant differences and I highlight some of these in the article. However, the idea I put forward in the blog is that there are some major similarities between the two forms of mediation. For me the key similarity is that we are addressing a breakdown in a relationship where the people involved have not been able to find a way forward themselves. Yet they do want to find a solution. So the mediation approach we use is similar, helping to uncover the unmet needs and supporting them to find solutions which work for both.

Website: www.mediation4.co.uk