



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 a recent podcast which gives a good insight into workplace mediation, as well as a very good article on how we can best help a colleague or friend who is involved in relationship conflict. And of course, I can't resist mentioning my recently published book!

Marc Reid

How writing a book is like a mediation.

It may not have been the biggest news story in recent months but it was big for me! The publishing of my latest book '*Conflict Management Tools. 30 practical tools to prevent and resolve workplace conflict*' (available from Amazon [here](#)). It occurred to me as I was reflecting on writing the book that there might be some similarities between the process of writing and going into a mediation. For instance, for most people starting to write a book and participating in a mediation are both scary prospects - but you know the end result will be worthwhile! I explore the similarities (and a key difference) in my recent blog [here](#). I've had such a positive response to the book from many people, it's quite overwhelming. Thank you if you have bought the book and if you haven't please take a look at the this free pdf of the Introduction and first tool [here](#).



Daniel Barnett podcast on workplace mediation

Many people involved in the world of HR have come across Daniel Barnett. He is an employment law barrister who is often heard on the radio, has a newsletter and membership club and is a 'go-to' person for top employment law advice. He also has a podcast series and in this episode ([here](#)) he speaks with fellow employment lawyer Antony Sendall who is also a mediator. It is a good exploration of the subject of workplace mediation, in particular clarifying the difference between genuine "workplace" mediation vs employment / judicial mediation. There is a bit too much emphasis on crying and who does it for my liking (!) and it is interesting to hear Antony's views on the pricing of workplace mediation. He charges around £2.5K per case and thinks this is around average. Not in my experience! You should be able to get very good mediation for half this figure!

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

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Helping a colleague in conflict

A natural human reaction is to want to support a friend or colleague who is experiencing conflict. But how can we best help them? Typically we might sympathise, reinforce their negative views of the other person, give advice on how to respond etc. We see that as helping. But actually if we really want to help we should be taking a different approach. In this excellent Forbes article ([here](#)) mediator Anna Shields provides 3 ways in which we can help someone in this situation. In particular I love the advice to listen to understand rather than to reply. Just being there to listen will really help. Also use questions to help them find what they want to do, and gently prompt them to consider alternative perspectives and assumptions. It may not be easy advice to follow but if you can it will really help the person move forward.

Building a mediation business

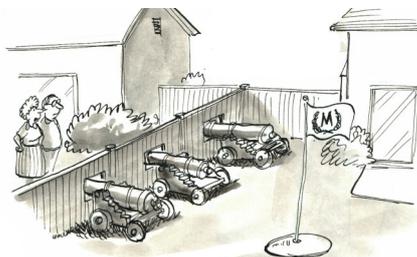


This one is particularly relevant for those of you running your own mediation business or considering doing so. The article

([here](#)) gives 20 strategies to build a successful mediation business. Whilst some of it is specific to commercial mediation, many of the tips are valuable for workplace mediation businesses too. I particularly like the emphasis up front on understanding that marketing is critical. You may be the best mediator in the world but you will never mediate unless you can market yourself and win business. I also like the final idea - once you are established help others to engage in mediation.

Our 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.

Dealing with noisy neighbours



"Have we done something to upset the neighbors?"

This article appeared in the Guardian ([here](#)) and features advice from top mediation expert Mike Talbot. The focus

is on neighbour conflict. But community and workplace mediation are similar - they both deal with helping people manage their relationships whether as neighbours or work colleagues. Just as you want to avoid taking your neighbour to court, you don't want to end up in a formal HR process. There is some great advice at the end of the article - make sure the time and place is right, listen, put your point across in a neutral way and focus on the what you would want to be different in the future.

5 step guide to resolve conflict

An unusual source for this particular article ([here](#)) - the 'Software Advice' website - not where you might normally expect to find guidance on how to resolve workplace conflicts, but it is good to see the principles of good conflict resolution are being spread far and wide. The advice offered is generally good. My main concern is that the process suggested does not give sufficient focus to one key element of a mediation style process - spending time to explore what happened to lead to the breakdown in the relationship. Only by truly understanding the causes of the conflict is it possible to move on to find mutually acceptable ideas to enable the people involved to work together effectively. I also don't like the Venn diagram used - the 'managers conclusion' is not part of the process.

Website: www.mediation4.co.uk