

## Principles of Mediation

Mediation is a specific dispute resolution method with its own set of operation principles. It is:

- **Informal** – outside of the HR policies and procedures.
- **Flexible** – parties can talk freely within agreed ground rules.
- **Voluntary** – both parties must commit to the process.
- **Morally binding** but has no legal status.
- **Confidential** – anything said is confidential to the parties, and is absolutely central to the success of the mediation process.
- **Generally unrepresented** – no other person accompanying the participants except in the case of language or sensory needs.

## About Seltics

Seltics' mediators have experience to help parties resolve their differences and reach amicable agreement wherever possible.

## Seltics

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# Seltics

*Partner in people & organisational change*

## Mediation Service

### Information about Workplace Mediation

*Mediation is based on the principles of collaborative problem-solving, with a focus on the future and rebuilding relationships, rather than apportioning blame.*

## What is mediation?

Mediation is an Alternative Dispute Resolution method. It is a process where a neutral person – the mediator – works with people who have a disagreement to help them to find their own solution and reach an agreement that will sort out their problem or improve the situation.

Mediators are independent and neutral. The mediator won't take sides or judge who is right or wrong.

Workplace mediation is not just an ad hoc meeting and not just any method of dispute resolution. Mediation seeks to provide an informal, and speedy solution to workplace conflict, and it can be used at any point in the conflict cycle.

## Benefits of Mediation

- For conflicts involving colleagues of a similar job or grade, or between a line manager and their staff
- At any stage in the conflict as long as any ongoing formal procedure are suspended, or where mediation is included as a stage in the procedures themselves
- To rebuild relationships after a formal dispute has been resolved
- To address a range of issues, including relationship breakdown, personality clashes, communication breakdowns, etc.

## Process of Mediation

Mediation is a structured process that helps to move the parties from point A to point B. From deeply felt negatives of conflict to new agreed outcomes and constructive changes.

The mediator(s) hold separate meetings with the parties to allow them to put across their side of the story and for the mediator to find out what they want out of the process.



The remaining phase will generally be dealt with in joint session in order for participants to: (a) recount their story and listen to that of the other party; and (b) explore the issues together; build and reach an agreement.