



Don't Let the Issues Go Any Longer

Listening Can Lead To Resolution

Mediation done through a confidential, informal and voluntary process by an impartial mediator facilitates communication between those in dispute. It is an opportunity for parties to express their differences, improve relations and mutual understanding in a safe, non-judgmental and creative environment. Participants in conflict are empowered to take the responsibility for resolving their own disagreements so that every aspect of the decision making process authority rests with the participants themselves. This type of open communication can help the parties develop mutually acceptable agreements to improve their future working relationships.

At a minimum, the benefit of using mediators as a first step in addressing and resolving workplace disputes gives each party a better understanding of the issues and problems of the dispute in a confidential, impartial and non-public venue. Mediation offers both parties the opportunity to resolve the dispute quickly, and it empowers each party by providing them a voice and role in determining the resolution.

Benefits of Mediation

- Opportunity to address all the particular interests and needs of every participant involved
- Costs less and saves time so parties can move ahead with their lives and get past their current conflict in the most effective, efficient and satisfying manner
- Explores creative options independent of legal parameters
- Reduces emotional and financial costs with peaceful alternatives
- Compliance and satisfaction with mediated agreements are significantly higher than other dispute resolution processes
- Confidentiality and the privacy of mediation allows parties to feel safe in disclosing information relating to their conflict
- Allows for positions, attitudes and viewpoints to be transformed as communication and shared perspective taking occurs

Some of the most common and difficult conflicts include: work performance, discrimination, compensation, termination, harassment, discipline and management.