

The Mediation Process

Prior to the mediation we will contact you to discuss the mediation process, what your expectations are, and what will be involved.

Next we will meet with all parties at separate meetings, to explore and discuss the issues, before arranging a joint meeting for everyone involved in a controlled, neutral environment.

It is at this joint meeting that we work towards facilitating an agreement between the disputing parties.

The mediators will offer support and follow up meetings over the next month to assist with the implementation of the settlement agreement that has been made.



www.lutonmediation.ic24.net

How can you get in touch with us?

You can contact us by telephone on the number below. If no one is available to take your call please leave your name and telephone number on our answer phone. We will always get back to you as soon as possible.

You can also write or email us.

Please provide your name, address, and telephone numbers.

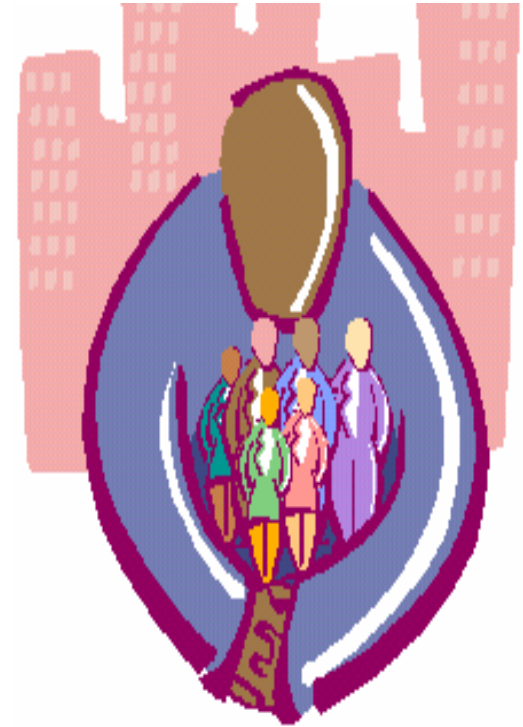
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LUTON MEDIATION



Providing mediation as a way to resolve conflict in the workplace.

WORKPLACE MEDIATION

What is Mediation?

Mediation is a dispute resolution process which offers a way of resolving conflicts and misunderstandings in the workplace through effective communication. Mediation is private and confidential, and information is not disclosed to anyone without permission.

A series of individual and joint sessions will be arranged with those involved in the dispute; to establish the issues and help everyone concerned look for possible resolutions for the future.

Mediation is a voluntary process. Everyone involved must be willing to participate with their colleagues, all working towards an amicable resolution with the assistance of the trained mediators.

The Mediators Role

- Remain neutral
- Establish a trusting relationship
- Make sure everyone is heard
- Encourage win-win negotiations
- Help parties to work towards acceptable solutions
- Reality check possible solutions



Benefits of Workplace Mediation

- Improved morale
- Solution focused
- Improving working relationships
- Prevents disagreements getting out of control and effecting the wider team
- Gives control back to staff and places responsibility back to those directly involved in the conflict
- Encourages a more positive workplace
- Creates a safe place for parties to have their say and be heard
- Reduces stress that can lead to ill health and time off work
- More cost effective than a tribunal

Issues that can be dealt with.

Mediation can deal with a wide range of disputes including:

- Management issues
- Supervisor/employee issues
- Co-worker disputes
- Bullying & harassment
- Disagreements about roles and responsibilities
- Staff morale
- Personality clashes
- Dysfunctional teams
- Contractual issues
- Lifestyle and cultural differences
- Gender issues

