The Mediation Process

Human Resources
Organisational and Professional Development
What is the process?

- **Initiate a request** – informal discussion with HR on best route to take.
- **Complete referral form** – begin the mediation process where your case will be referred to our mediation network for mediator selection.
- **Agree and confirm a mediation date** – we will look to you and your line manager to support the mediation process e.g., room bookings, logistics and location.
- **Attend the facilitated discussion** – the parties will learn what takes place at a mediation session.
- **Settlement** – the settlement occurs if the parties resolve their dispute. Impasse occurs if the parties do not settle their dispute.
- **Debrief with mediator** – discussion around next steps and a way forward.
Why take the mediation option?

- To gain support, advice and guidance from our independent mediator.
- To have a facilitated discussion away from the office on neutral grounds.
- To avoid any formal process.
- To gain a new perspective and seek agreement.
- To rebuild a broken or damaged relationship.
What to expect during mediation

**Logistics: 2 small meeting rooms for 1-on-1 (phases 1-2); 1 large room for group discussion (phases 2-4); 0930am–430pm**

**Phase 1: Setting the scene & agenda**
- 1-on-1 meeting with your mediator
- Discuss the agenda and expectations of the day
- Allow time for individual preparation and written statement

**Phase 2: Understanding the issues**
- Group meeting to discuss opening statement
- Mediator opens up the room to explore issues for uninterrupted speaking time

**Phase 3: Considering all the options**
- Party members problem solve together to generate options
- Private discussions may also take place here
- Negotiate terms to agree to a way forward / next steps

**Phase 4: Reality testing & summary**
- Closing statements from all parties involved
- Mediator summarizes and documents

**Break (15 min)**
**Lunch (45 min)**
**Break (15 min)**
**Progress check-in (4-6 weeks post)**