

OTHER MEDIATION SERVICES

Adjust provides mediation in a range of contexts including:

- Neighbourhood
- Family
- Community
- Issues concerning older people
- Environment and planning
- Inheritance / succession
- Business
- Employment

Mediation provides a unique voluntary opportunity for those involved in any dispute to work together to develop an agreement that is acceptable to them all.

You are welcome to contact us at the details below to find out more.

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adjust

reducing harm, resolving conflict, restoring communities

**WORKPLACE MEDIATION
A GUIDE FOR EMPLOYEES**

WORKPLACE MEDIATION

Mediation is a voluntary process of conflict prevention and resolution that allows the parties in a dispute the opportunity to address and resolve their issues in a confidential and safe environment. Taking part in mediation does not prevent you taking other more formal actions at a later date should this be required. As mediation is voluntary, you are free to leave or withdraw *at any time*.

What does it involve?

We will assign a qualified and experienced mediator to work with you and your employer or organisation.

Throughout the mediation process the mediator will treat everybody equally and will concentrate on what needs to happen in the future rather than on dwelling on the past.

The first stage is that the mediator will arrange to meet you and the other parties involved separately, at a time convenient to you. This meeting is confidential and is likely to last around 1½ hours. It can take place at your normal workplace or an agreed 'neutral' venue.

Initial meeting

The mediator will help you to clarify the issues and concerns that you have, and look at what needs to happen and what you need from the other people involved to help you to move forward. They will also talk with you about how best to proceed with the mediation process. If you wish to go ahead, we will ask all parties to sign an "Agreement to Mediate", which sets out how the mediation will be conducted.

After the initial meeting

Usually, the next step is that the mediator will arrange a joint mediation session between those involved. Sometimes it is necessary for the mediator to do some further preparatory work before the joint session. This might involve the mediator "shuttling" between the people involved to help narrow the distance between them before a joint session can take place.

The mediation

Once everyone is willing and able, the mediator will arrange a face to face meeting. Again, this meeting is confidential and can take place at your normal place of work or another agreed venue.

The aim of this joint meeting is to provide a safe environment for both parties to discuss their issues and concerns. The mediator will control the process to ensure that both parties are treated fairly. The mediator will use their skills to help both parties consider what needs to be done in order to develop solutions and create a better working relationship for the future.

This meeting might last between ½ a day and a day. Sometimes it is necessary to arrange a second or even third meeting depending on the complexity of issues involved.

Mediation agreement

Where an agreement is reached with the other party, this will be drawn up by the mediator. This agreement does not give details of what has been said during the mediation unless both parties wish to have this information included.

The agreement contains a summary of what you have agreed needs to happen in order to resolve the issues raised and improve your future working relationship. The agreement is confidential to the parties involved, unless you both agree that some of the concerns discussed be fed back to your employer or the organisation. The mediator will only report to the organisation that an agreement was, or was not, reached.

For a short time after the mediation, we offer a follow up service in case there are any queries regarding the agreement. It is possible to include a follow-up session in the mediation agreement to look at how it is being implemented.

Confidentiality

The process of mediation is entirely confidential both within the mediation itself and in future proceedings, if any. No notes or records of the mediation will be kept. The mediator can only divulge information with your permission or if the law requires them to do so.