

FACT SHEET

What to expect of a workplace mediation

If you have been asked to participate in a workplace mediation...

It means that your employer is giving you the opportunity to try and resolve the matter with the assistance of an independent and impartial third party before invoking more formal processes to manage any complaints. Most workplace policies recommend that employees participate in mediation where they have been unable to resolve the matter directly between themselves.

WHAT TO EVOLVE WORKPLACE MEDIATORS DO?

We provide employers with a structure to manage conflict in the workplace. We will give staff the best opportunity to be able to discuss matters in a safe and constructive way. This allows them to essentially 'wipe the slate clean' and recommit to the terms of their working relationship. If this is not possible we will also provide recommendations about a way forward.

WHAT TO EXPECT

The process that Anna uses is that she will speak to all the parties individually in the first instance, including management to determine what sort of outcomes and expectations the parties have about participating in a workplace mediation; and assess whether mediation is an appropriate intervention at that time. These pre-mediation sessions usually take about an hour each. After the pre-mediation sessions are complete, Anna will facilitate the mediation between the parties. Generally management and / or HR do not participate in the actual mediation.

WHAT DO WE TALK ABOUT

Anna uses a facilitative model of mediation where she will ask each party to outline what they wanted to talk to each other about and then from that create an agenda. Each item on the agenda is explored and if parties reach agreements these are typed out and a copy is given to each party for signing at the end of the mediation. The parties are asked if they consent to the disclosure of any agreements to human resource or management staff.

CONFIDENTIALITY

Although copies of any agreements reached will be given to management or HR, any details discussed remain confidential, subject to maintaining your own and health and well-being and what you and the other party consent to. If you need to discuss the matter with someone ensure that person is not involved, such as a counsellor from your Employee Assistance Program. Confidentiality is important because it could impact other people's well-being and reputation and may constitute gossip and contravene a workplace policy.



Anna Faoagali
Principal
Evolve Workplaces

Anna is committed to ensuring that your business gets the best opportunity to resolve matters fast, to reduce escalating costs and get relationships working again.