



**EVOLVE**  
WORKPLACES

EVOLVING AUSTRALIA'S LEADING WORKPLACES

## 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 DO EVOLVE WORKPLACE MEDIATORS DO?

We give participants 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 also provide recommendations about a way forward. We also work with employers to help manage the participants post mediation.

### WHAT TO EXPECT

The process begins with the mediator speaking to all the parties individually, 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 an hour each. After the pre-mediation sessions are complete, we facilitate the mediation or joint session between the parties. Generally, management and / or HR do not participate in the actual mediation.

### WHAT DO WE TALK ABOUT

We use a facilitative model of mediation where each party is asked to outline what they want to talk to each other about and then from that, we create an agenda. Each item on the agenda is explored and if the 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 HR 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 you must ensure that the 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.

### SUPPORT PEOPLE

Support people are generally used where the intervention is disciplinary. Workplace mediations are informal, and not disciplinary. Accordingly, for the majority of workplace mediations we do, support people are not present. If you want to bring a support person, talk to your mediator. Your support person needs to be approved by both parties.