



**WORKPLACE
MEDIATIONS**

WHAT TO EXPECT

Workplace Mediation



If You Have Been Asked To Participate In A Workplace Mediation

It means that your employer is giving you an opportunity to try to resolve the matter directly with the other person, in a safe environment, with the assistance of an independent and impartial third party. Most workplace policies recommend that employees participate in mediation where they have been unable to resolve the matter directly with each other.



What Do Emverio Workplace Mediators Do?

We give participants the best opportunity to discuss matters in a safe and constructive way. This allows participants to explore past challenges and re-imagine their working future. If this is not possible, we help participants to clarify and navigate options.



How We Support You

The process begins with the mediator speaking to all the parties individually, including management, to explore what happened and talk through the process. Further pre-mediation sessions may take place if needed. Once these are complete, we proceed to the mediation itself, sometimes called a joint session. A mediation involves the mediator and, typically, two other people. Management and/or HR do not participate in the joint session.

What We Talk About

We use a facilitative model of mediation which is restorative in nature. Each party is asked to outline what they want to talk to each other about, and from that an agenda is created. Each item raised is explored. Mediators use micro-skills to help keep this discussion on track and respectful. At the end of the discussion, participants may want to make some commitments to each other about how they will continue working together. We recommend that if any agreements are made, they are put in writing so there is clarity moving forward.

Confidentiality

Copies of any agreements reached will be given to management or HR, unless other arrangements are made. Any details not in the agreement remain confidential. If you have any concerns, or questions about whether you have provided us with consent to disclose certain information, please raise this with your mediator. If you need to discuss the matter with someone, we recommend that you consider someone independent from your workplace, such as a counsellor or your Employee Assistance Program.

Support People

Workplace mediations are informal and not disciplinary. Accordingly, for most workplace mediations support people are not present. If you want to bring a support person, talk to your mediator, as this will need to be approved by both parties. You can also download a support person factsheet that provides more detail.