

MEDIATION AND CONFLICT RESOLUTION SERVICES

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Email: info@pact-hr.co.uk

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It is rare to find a workplace where conflict has not arisen at some point. Often individuals resolve conflicts informally between themselves, but occasions do arise where disagreements cannot be diffused internally and an alternative dispute resolution strategy is needed.

“Mediation is a swift and informal process, using an impartial third party to facilitate those in dispute to seek lasting agreements of key behaviours that will assist them in moving forward to work together effectively again”.

Mediation gives people the opportunity to air their issues and talk directly in a controlled process, empowering the parties to reach resolutions themselves.

Every situation is unique but the process of mediation usually takes around 3 weeks from referral to agreement (depending on the availability of the parties involved). In reality this is much swifter (and cheaper) than for example, a grievance investigation process and if agreement is reached, the positive effects are often longer lasting.



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What does the mediator do?

Mediators are trained to:

- Listen and help you both to work out what has to be dealt with
- Make sure you both have chance to speak and be heard
- Ensure any agreements are made jointly

What happens first?

The first information meetings are held separately with the mediator and give both parties the chance to find out how mediation works. Mediators are trained to advise whether mediation is right for the situation. If either or both parties decide not to continue with the mediation process or the mediator feels it's not suitable in the circumstances, they will inform the employer of this decision.

If all parties agrees to engage with mediation then they will proceed to the joint mediation session. This is usually provisionally booked prior to the information meetings taking place and will be scheduled approximately 5 to 10 days after.

Who goes to the joint meeting?

Unlike some other processes, mediation does not involve for example, witnesses or trade union representatives. The only parties present during the joint meeting are the parties in dispute and the mediator.

Outcomes

There will not be a written report on the mediation process and any written agreement reached will remain the property of both parties. On some occasions both parties will agree to provide their employer with a copy of the written agreement but are under no obligation to do so.



How does the PACT HR Mediation and Conflict Resolution Service Work?

Step 1

Initial Discussions

The PACT HR Mediator will capture basic information regarding the need for support and the parties in conflict

Step 2

Information meetings

The PACT HR Mediator will make contact with the parties in conflict separately and arrange a one to one meeting to explain the process in detail.

Step 3

Engagement

The PACT HR Mediator will obtain confirmation from both parties in dispute, their willingness to engage in a joint mediation meeting

Step 4

Joint Mediation Meeting

The PACT HR Mediator will facilitate a joint mediation meeting, at a neutral venue and free from distraction with the aim of seeking lasting resolution

Step 5

Follow up

The PACT HR Mediator will agree with both parties any follow up actions

Contact us...

PACT HR
1st Floor Britannia House
Hall Ings
Bradford BD1 1HX

Tel: 01274 436644
Email: info@pact-hr.co.uk

@pacthr 

yourPACTHR 

pact-hr 

