

PACT HR Accredited Workplace Mediation Service

Introduction

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.

Pact HR Accredited Workplace Mediation Service is able to provide your organisation with qualified workplace Mediators to resolve your workplace disputes in as little as three weeks from referral to agreement (depending on the availability of the parties involved).

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

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

The first information meetings are held separately with the Mediator and give both parties the chance to find out how mediation works.

Pact HR Mediators are able to advise whether mediation is right for the situation. If all parties agree to engage with mediation then they will proceed to the joint mediation session.

At the end of the mediation process, any written agreement reached will remain the property of both parties. On some occasions both parties may agree to provide their employer with a copy of the written agreement but are under no obligation to do so.

Mediation Step by Step Process

STEP 1 - Initial Fact Finding

The PACT HR Mediator will capture basic information from the Commissioning Manager regarding the need for support and about the individuals in conflict



STEP 2 - Initial Contact

The PACT HR Mediator will contact the individuals in conflict separately and arrange a one to one discussion 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 and will hold a 12 week review to see how things are progressing

"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".