Can other people play a role in the mediation process?

Personnel and unions may be involved in identifying situations where mediation may be of value. Workplace mediation is supported by senior management and trade unions.

Where is mediation not likely to succeed?

Mediation is not likely to succeed if one or more participants are demonstrating an intention to maintain a grudge, an entrenched position, or cause harm to others, or where formal/legal sanctions are thought appropriate.

What do clients say about the service?

“My working relationship with my manager has really improved.”

“Mediation really helped to change a very difficult situation.”

“I could speak up without feeling judged and it helped me understand another perspective.”

How do I contact the service?

Tel: 03000 411411
Fax: 03000 422846

Staff Care Services, Mediation
Park House
110-112 Mill Street
East Malling
Kent ME19 6BU

Email: supportline@kent.gov.uk or visit www.staffcareservices.com

If you use a minicom, please email our Support Line email address and our advisers will assist you.

If you have any questions or comments about this leaflet please contact us.

This leaflet is also available in alternative formats.
What is involved?

The experience of mediation tends to reward those parties prepared to work towards resolution and who have agreed to work on the key issues. Ground rules are agreed and the basis for resolution stated. Participating parties must be prepared to work towards resolution and have reached solutions acceptable to everyone involved. They have experience of working in a variety of settings, are knowledgeable about the procedures and are motivated to resolve the problem. Agreement on objectives defining the goals of the mediation involves participation and agreement on objectives defining the goals of the mediation.

What is a mediation meeting?

The mediation process is about finding a solution to any matters where there is an inherent risk of the issues not being resolved. The mediation is carried out on the basis of confidentiality. Confidential disclosure sessions are held in neutral venues. Mediators work with all participants. The majority of mediation sessions are held in

Communication breakdown.
Differences in working styles or personalities.
Conflict arising from change.
Personal dislikes.
Problems caused by misunderstanding.

The process concentrates on understanding the issues and identifying solutions. Mediators assist the parties involved to work through problems regarding the issues involved. They make no judgments or recommendations. Mediators assist in making the process fair and impartial and ensure there is no prejudging.

What happens in a mediation meeting?

When can mediation help?

- Inappropriate use of authority.
- Feeling undervalued.
- Insufficient and unreasonable.
- Inability to accept criticism.
- Poor communication/misunderstandings.
- Personal dislikes.

There are a range of reasons that may cause conflict to arise, including:

- Experience of working in a variety of settings.
- Acceptability to everyone involved. They have a safe and secure environment.
- Acceptability and confidentiality with each other.
- Opportunity to communicate.
- Ability to participate in effective mediations.
- Allow people to concentrate on their core roles.
- Mediation can create value and time and money.
- Mediation can be highly effective in preventing and resolving conflict early using.