



Mediation and Conflict Resolution Services

www.resolution-at-work.co.uk

info@resolution-at-work.co.uk

08000 489235



About Resolution at Work

Resolution at Work provides a range of services to enable clients to positively manage conflict within the workplace. We have a team of associates with a wealth of experience as HR practitioners, trainers, mediators, employment lawyers and conflict resolution experts. Resolution at Work provides services linked to resolving workplace issues; this includes conducting neutral assessments, acting as independent mediators, conflict coaches or independent investigation officers in complex matters. In addition, we provide associated training services designed to enable others to attain the necessary skills to resolve workplace issues.

MEDIATION

Q. What is workplace and employment mediation?

Workplace mediation is used where there is an ongoing employment relationship to preserve. Employment mediation, on the other hand, refers to a situation where a claim has been issued or the employment has ended and the outcome is likely to be an exit agreement on agreed terms.

Mediation is a voluntary process where the parties can have complete confidence that whatever they say will remain confidential. It is also a process which is conducted on a “without prejudice” basis. This means that anything that is referred to during mediation cannot be referred to in any legal proceedings and the mediator cannot act as a witness in any formal or legal proceedings which may follow.

The mediator is entirely independent. It is not the mediator’s role to impose any solution or make a judgement on the issues; rather the mediator facilitates the parties to identify the issues, identify any common ground and consider solutions.

Mediation is future focused and empowers individuals to identify solutions that would not be possible in formal or legal processes. This

allows greater freedom and flexibility to both clarify the real issues and explore creative solutions that would not be possible in a more formal process.

Q. When to mediate?

Mediation can be used successfully in the following situations:

- Relationship breakdowns between colleagues and/or line managers
- Prior to grievances or other formal processes
- To enable employees to work together following formal processes
- In situations where there are differences in communication/work styles/cultural differences.
- Conflicts with teams/groups
- Disputes/conflicts at senior management/board level

Mediation may not be appropriate in some cases of very serious gross misconduct or when the employer wants to communicate a message. It cannot and should not be used where the parties do not willingly engage with the process.

Q. What are the advantages?

Mediation has high success rates: 80-90% of cases are reported to result in some form of agreement or resolution. It has considerable advantages over other processes. The advantages are:

- A solution that really works
- Greater employee engagement
- Improved productivity and motivation
- Greater tolerance and understanding
- Improved employee wellbeing
- Cost effective
- Avoids destructive legal or formal processes
- Allows individuals to leave with dignity
- Avoids reputational damage

The process

1. Commissioning Once the parties have agreed to mediation, the employer will contact us to commission a mediator.

2. The mediation itself The mediation includes pre-mediation discussions with those concerned followed by a joint meeting. The Pre-mediation discussion is a private and confidential meeting during which the mediator will:

- Introduce themselves and explain their role as mediator and the principles of mediation.
- Ensure that both parties fully understand the process and agree to continue.
- Start to gain an understanding of the issues and explore options for resolution.

Joint meeting: The mediator will start by restating their role and the principles of mediation. Each individual will then talk about their concerns or issues without interruption and the mediator will summarise what has been said. The mediator will then facilitate further discussion to identify any common ground, promote understanding of each other's perspectives and explore options, areas of compromise and possible solutions.

3. The mediation agreement Once agreement has been reached the mediator may draft an agreement setting out the details so that each party fully understands the terms and signs up to this. The mediator is only able to report to the commissioner what has been agreed between the parties. All other aspects of the mediation remain confidential between the mediator and the parties.

4. Follow up In some cases there may be a follow up meeting with the parties. This will help to ensure that the parties are keeping to the agreement, allows the mediator to deal with any further issues and monitor the progress.

GROUP CONFLICT

We have expertise in dealing with group/team conflict. There are a number of approaches that can be utilised here and this will be dependent on the context and situation. For example this can include:

- Group mediation
- Team facilitation
- Neutral Assessments
- Team profiles and coaching/development support

We are happy to discuss the options and support available and to agree an appropriate intervention.



CONFLICT COACHING

Q What is conflict coaching?

Where it is not possible to obtain the agreement of both parties to mediate, conflict coaching can be an alternative to support either one or both parties. It can also be used as additional support to prepare individuals for mediation or post the mediation to provide ongoing support. Conflict coaching can be used to support individuals in:

- Improving their knowledge, skills and abilities to more effectively manage interpersonal disputes.
- To develop understanding of how responses to conflict and changes in attitude and behaviour can impact.
- To prevent an unnecessary escalation of a conflict situation.
- To prepare for a challenging conversation or with another person or group.
- To develop stronger conflict management skills, for example in performance management and managing as a leader.
- To prepare for participation in mediation.
- To address matters that may arise post-mediation
- To apply the skills learned in conflict management and other related training.

What Our Clients Say

www.resolution-at-work.co.uk

info@resolution-at-work.co.uk

08000 489235

"We have found mediation can be a very useful tool in improving relationships at work. Our staff have fed back to us that John has helped them understand the other person's perspective and provided them with some useful models for working through problems. We wouldn't hesitate to use this service again in the future in the appropriate circumstances."

"Alison's mediation delivered a lasting resolution that saved a team. It was dysfunctional and poorly led but now the whole team is happily pulling together as one to deliver the outcomes we and they know they can achieve."

"The information that we were provided with was clear and the timelines were well laid out. It was also clear what role we needed to play; again this was important as we then understood what day to day support might be needed in addition to the mediation itself. There were good suggestions regarding possible follow up actions such as conflict coaching and it was clear that there was a continuing relationship and backup should we need it."

"The individuals concerned have provided feedback that they found the whole process helpful. They now have some direction on how to work together and there is a real sense that their relationship is much more professional and productive both for them and those around them."

"Based on the feedback that I have received from those with whom they have worked, I have found John and Liz's approach to be professional, confidential, trustworthy, calm, sensitive and empathetic as well as being insightful, confidence-instilling and able to challenge and facilitate individuals appropriately to make important progress."

"From my perspective the whole process has gone very smoothly, from my initial call with Alison through to Sarah your office manager completing our new supplier paperwork and of course John for being proactive in contacting me. Both individual have also asked me to pass on their thanks to you, they were very impressed with the service that has been provided."

Meet our Experts

www.resolution-at-work.co.uk

info@resolution-at-work.co.uk

08000 489235

All mediations are undertaken by independent and accredited mediators who are professional experts with a minimum of 10 years' experience at senior level, CIPD qualified and/or employment lawyers. All are regularly mediating and actively engaging in CPD which includes peer group supervision with the team. Our various background and experience enable us to share our respective experience and knowledge to add further value for clients.



Alison Love Alison has conducted over 100 mediations, including group/team mediations and has experience of mediations where bullying, harassment and discrimination concerns have been raised. Alison is an accredited workplace and employment mediator with over 40 years practical experience as an HR practitioner, employment lawyer and business leader. Alison is a Fellow of the Chartered Institute of Personnel and Development, a non-practicing solicitor, accredited workplace and employment mediator and conflict management coach and trainer. Alison is chair of the CMC Employment Workplace Group Wales and has been recognised by CIPD Wales Awards 2019 for her outstanding contribution to people development.



Sarah Embleton Sarah joined Resolution at Work in 2019. Sarah worked as a senior employment lawyer for Bristol based law firm Burges Salmon from 2000 – 2018. Sarah had a particular focus on complex employment matters with an emphasis on discrimination cases and senior executive disputes. Sarah has conducted alternative dispute resolution, mediations and workplace investigations.



Dionne Dury Dionne is an accredited workplace mediator and conflict coach with over 11 years' previous experience as an employment lawyer. Dionne joined Resolution at Work in 2016 and now leads the South West region. Dionne has extensive experience delivering conflict resolution training, carrying out mediations (individual and group), conducting complex neutral assessments and workplace investigations. Dionne is

a member of the CMC Employment and Workplace Group. She also sits on the Restorative Justice Bristol board.



John Drowley John's career as a mediator started in 1996 as a community mediator working with neighbours in dispute in Bristol. Transferring his experience to workplace mediation, following training and accreditation with CEDR and ADR, led to the creation of Mediation at Work Ltd (now Resolution at Work Ltd) in 2000. John has conducted over 100 workplace mediations. He is also a member of CIPD (Chartered Institute of Personnel and Development), a member of the Civil Mediation Council and sat on the Board of the Council for Restorative Justice in Bristol for a number of years.



Liz Hine Liz is an accredited mediator with over 25 years' experience of delivering mediation services across a range of fields; workplace, NHS complaints, disability rights conciliation and community mediation (neighbour disputes and homelessness). Liz specialises in workplace mediation where people are in serious conflict to the extent that it is affecting their work output and the wider team, as well as the individuals' own health and well-being. She also facilitates large group events. Liz has delivered well over 100 mediations and is a recognised as an expert in the field of intractable personal disputes with a high emotional content. She draws on her senior level management experience in the not-for-profit sector as well as her involvement as a lay member on her local NHS Primary Care Trust to inform her work as a workplace mediator.

CIPD
People Management
Awards 2019

FINALIST

CIPD
Cymru
Gwobrau 2019
Wales
Awards 2019

Enillydd
Winner

