



MEDIATION - WORKPLACE DISPUTE RESOLUTION

Staff productivity is vital to your business. Conflict if left unresolved will lead to misunderstanding, frustration, and chaos. Productivity and profitability is reduced. Reducing conflict is vital to business success.

Workplace Disputes

Mediation is the best process for resolving workplace disputes. The advantages are:

- Occurs quickly with minimal cost.
- Deals effectively with the major issues.
- Difficulties with employees are resolved.
- Parties are more likely to keep agreements that they make.
- Mediation is confidential

About mediation

Mediation is a process of dispute resolution in which a neutral mediator assists the parties in the conflict to reach agreement.

The mediators' role is not to take sides, but to listen to all parties and to manage the mediation. This assists parties to move forward. The mediation will be future focused and designed to clarify the actual issues rather than the personalities. The mediator will assist the parties to maximize the available options. An agreement that will be acceptable to all parties is the end result.

Mediations are private and confidential and are conducted as informal discussions in a neutral, safe, and respectful environment.

About mediation

Mediation is less costly and time consuming than are formal processes. Formal processes may include: arbitration and investigation; and use of litigation. Mediation is a process of facilitated negotiation. A structured cooperative approach is used to reach consensus. Ideally this should occur as soon as practical when serious conflict develops.



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How is mediation provided?

Mediation commences with an individual session (the pre-mediation) for each party. The pre-mediation explores the needs and concerns of both parties. Mediation sessions then follow in one of these formats:

Face to face. Both mediators and parties are together in the room

Shuttle mediation. Mediator(s) move between the disputing parties who may be in separate rooms.

Telephone. Where parties are in different locations appropriate technology may be used.

What are the costs of mediation?

A small number of hours of company time. The mediation financial cost.

A schedule of fees can be provided on request. Where conflict exists with another company the parties would normally share the costs.

For all enquiries:

Please contact the Director of Services at South West Counselling Inc via:

Telephone: (08) 97542052

Fax: (08) 97547000

Email: admin@swcounselling.org.au