

# Mediation & Dispute Resolution

Conflict within groups and organisations can be healthy. Challenging the status quo and valuing difference are important factors in organisational development but in some instances conflict can be destructive, causing the breakdown of relationships between individuals & groups leading to a decline in productivity and an increased risk of employment tribunal claims from disgruntled employees.



Mediation is a voluntary process whereby parties to a dispute can work with an independent mediator using a structured process which is designed to help them resolve their differences and agree the foundations for a more positive and productive working relationship. Our model of workplace mediation is facilitated by a trained mediator who will help to provide a safe and non-threatening environment for the parties to examine the issues at the root of the conflict and work through the difficulties. The process generally takes a full day with the aim of reaching an agreement between the parties at the end of the day.



We also offer an independent investigation service - which may be required as a result of a complaint about an employee or as a result of a potential disciplinary issue.

Our accredited mediators have considerable experience in resolving workplace disputes and provide a confidential & cost effective service which is supported by follow up contact 1 month and 3 months after the mediation meeting. Mediators are always independent and take a non-judgemental approach to issues presented. They often work in male / female pairs to avoid any concerns about bias.

A detailed information sheet about the mediation process is available, which includes frequently asked questions by both employers and employees. Please contact us at [info@hrbusinesspartners.co.uk](mailto:info@hrbusinesspartners.co.uk) for further information.

