



# Jake Morrison

## WORKPLACE MEDIATION



### Workplace Conflict

Conflicts are inevitable in organisations and can damage relationships and lead to wider discord. Over the past year, a third of UK workers have experienced interpersonal conflict, and 15% have been bullied over the past three years. The cost of conflict to UK organisations is estimated to be £28.5 billion per year, with impacts including damage to morale and team relationships, increased workplace stress, time off work, resignations, and dismissals. Managing conflict and having difficult conversations are the top two challenges for leaders at all levels, and embedding effective ways to resolve conflict is an important task for HR leaders.



### What is Mediation?

Mediation is a tool for resolving workplace conflicts or disputes. It's often described as an alternative or informal dispute resolution because it's less formal than grievance and discipline procedures and employment tribunals. Although it is considered an 'informal' process, it still has a structured approach.

Mediation aims to allow both parties to speak confidently in a safe and secure environment and to encourage a mutual understanding of improving working relationships.

It focuses on addressing the underlying causes of conflict and emphasises win-win, supporting both sides of a dispute to find acceptable solutions. Therefore, it encourages more positive outcomes in the workplace than more traditional adversarial formal processes.

The mediator acts as an impartial third party, facilitating a meeting between two people in dispute. Although the mediator is in charge of the process, any agreement comes from those in dispute. Agreements made through a workplace mediation process are not legally binding but are made with a moral voluntary commitment.



### Approaches in Mediation

Helping parties to hold open conversations that may otherwise be too difficult to have. Aiming to understand and empathise with each other's situations and possibly emotions.

Issues and concerns are explored, and participants are regularly encouraged to give it a future focus to encourage communication and improve workable relationships.

Participants can also develop the skills to resolve workplace difficulties for themselves in future.

Principally - this process is for people to engage voluntarily, with the confidentiality of those involved, facilitated by a neutral mediator who will take an impartial approach with both people and adapt the approach in accordance with the needs of those involved.

It is a tool to help improve workplace relationships, develop a shared understanding, and explore underlying needs - developed from the initial 'positions' people take.

## How it works

### 1. Referral & initial contact

If both people are up for exploring mediation or you would like to identify if this may be suitable, please book a call. If engaged, I will then introduce myself to participants.

### 2. Individual Meetings

I will meet with each participant, listen to their perspective, understand their experiences so far and what they want to get out of this process. I will explain the mediation process and answer any questions, as well as take into account any of their needs.

### 3. Joint Meeting

Parties come together and have a facilitated dialogue. Involving uninterrupted time to talk and a facilitated conversation with a future focus, how can things get better, how can needs be met. If any agreement is made, this is captured throughout.

“ Thank you for your great work with our recent issue, things have moved forward from what looked like an impossible situation.

**Senior Manager**  
People Team

“ Superb mediation style. Jake was empathetic and warm, which created a safe environment to discuss difficult matters.  
Great skill in truly listening and being able to effectively and accurately translate to both parties if there was any confusion or misunderstanding.

**Mediation Participant**

“ Mediation with you will honestly be something that I won't forget, because you've genuinely made a huge difference in my work life, and equipped me with some brilliant tools and techniques that I can use going forward at any point. Used easy to understand examples, and encouraged full participation whilst constantly being mindful of each individual and their well-being during the process.

**Mediation Participant**

## Cost

**£600**

### Two-participants Mediation

- Individual meeting with participants (1hr each)
- Joint mediation (Up to 4 hours)
- Opportunity for 1-hour check-in post-mediation

Mediation is a quick way to resolve disagreement at work and is less formal, flexible, voluntary, confidential and not legally binding.

**Mediation helps** to mend workplace relationships by:

- finding solutions that everyone agrees to
- improving communication
- allowing everyone involved to have control of what's finally agreed

There are **many benefits** of mediation. For example, it can help to:

- reduce stress
- keep valuable employees
- avoid more formal processes, such as going to employment tribunal
- stop more grievances being raised
- avoid paying high costs, for example, employment tribunal claims

**Mediation outcomes** are decided by everyone involved and can be flexible. Outcomes might include:

- an acknowledgement of each party's views
- a commitment to change behaviour
- a commitment to regularly review the agreement reached
- an agreement to review policies and procedures
- an agreement to share work more fairly and provide more responsibility