

Why Use Workplace Mediation?

Workplace Mediation is a respectful and efficient dispute resolution process. Organisations that use professional mediators say mediation:

- saves time and money
- provides a structure for solving conflict
- is completed within a few sessions
- ensures complaints are resolved before escalating to the point of litigation
- allows each party to have an equal say in the process
- requires the parties to agree on a solution
- leads to a better understanding of issues affecting the workplace
- takes place in a safe and confidential place
- remedies the problem rather than assigning blame and culpability, and
- promotes co-operation and communication among staff.

Solutions that are reached through co-operation and mutual agreement lead to an increase in staff satisfaction, safety and productivity.

How Long Does Mediation Take?

Mediation sessions last about two hours and up to three appointments may be necessary. Once an agreement has been made, it is documented and each party is given a copy. After four to six weeks another meeting is held to review the agreement. This provides the parties with the opportunity to make changes, state what is working well and prevent the escalation of future conflict. The parties to the dispute, not the mediator, mutually decide the agreement. Though the agreements are not legally binding they tend to be respected due to the way they have been reached.

ITIM Australia Limited

About ITIM

ITIM Australia Limited is a national organisation with offices in every state and territory. Established in 1960, ITIM is Australia's first provider of Employee Assistance Programs and is today one of the country's largest providers of support services to people in workplaces. ITIM engages more than 300 qualified staff who provide over 130 000 hours of service to 630 organisations in more than 200 locations.

The purpose of ITIM is to provide services which will assist you to achieve a safe, positive and productive work environment. ITIM is a 100 per cent not-for-profit Australian organisation.

What Will it Cost?

ITIM provides mediation services for contracted and non-contracted organisations at competitively priced commercial rates. Mediation is a safe, cost-effective and respectful procedure for settling disputes between two or more parties.

Making an Appointment

If your organisation has a contract with ITIM it is possible for mediation to be included in the service. Check with your manager or human resources' officer to find out about the contact procedure.

Free call
1800 337 068

www.itim.com.au

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“Using an **ITIM** mediator can solve conflict in your workplace”

Your Employee Assistance Program

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What is Workplace Mediation?

Workplace Mediation is a confidential and voluntary process in which two or more people in disagreement come together with an independent and neutral third party who helps them make informed and clear decisions on how to resolve disagreements.

The neutral third party, called the mediator, helps the people in conflict work out for themselves what can be done to settle the dispute. The mediator identifies the issues and assists the parties to explore options and solutions that ultimately benefit them and their organisations. Parties are involved fully in the decision making in a safe, supportive and respectful environment. Mediated agreements tend to succeed because they result from a process that allows parties to create their own solutions.

The goal of mediation is to help people in dispute reach an agreement that is mutually satisfactory and beneficial to all.

While a certain amount of conflict at work can stimulate discussions that lead to new ideas, ongoing and unresolved conflict can do more harm than good. It is at times like these that skilled mediators can assist people in conflict to resolve their disagreements quickly and competently before problems become exacerbated. ITIM mediators are skilled professionals committed to assisting organisations to achieve safe, positive and productive work environments.

If you have a conflict over a specific issue with another person or a group of persons in your workplace and would like it solved using a safe and respectful procedure, then mediation may be for you.

When to Use Workplace Mediation

Workplace Mediation is appropriate when you have tried to deal with conflict, but it remains a problem. The types of workplace conflicts for which people may seek mediation include:

- grievances
- perceived unfair treatment (eg distribution of work, loss of promotion and rejection of pay rise requests)
- team conflict
- personnel conflict
- failure to respond to requests
- non-completion of tasks
- perceived unequal share of workloads

Mediation is appropriate for conflicts over specific issues and the process helps build mutual understanding and respect.

How Does Workplace Mediation Work?

Mediation commences when the parties to a dispute voluntarily agree to attend mediation. Initially the mediator meets with each party separately in order to understand all perspectives, to prepare them for the process and to ensure they are fully informed and willing to participate.

The mediator may ask each of the parties to prepare a written statement in which they set out their version of the dispute. The mediator reviews their statements and gives the parties a chance to tell their story at the mediation. After hearing the dispute, the mediator will try to assist the parties to adjust or settle their disagreement.

Who are Mediators?

All ITIM mediators are qualified professionals with many years' experience in their specialty areas. Mediators are good listeners and expert at guiding people in conflict through a dispute and into finding and documenting workable solutions. ITIM mediators are especially skilled in dealing with the emotional distress that often makes many disputes difficult to handle rationally.