

Workplace Mediation

A progressive approach
to conflict resolution

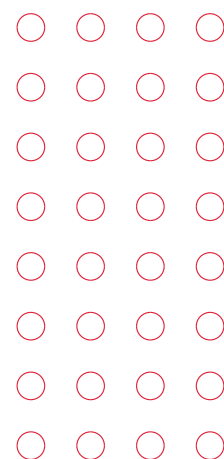
Helping people and
organisations thrive

www.seymourjohn.com

seymourjohn



The cost of conflict



The CBI estimates the cost of conflict to UK business as £33 billion pounds per year, taking up 22% of leadership time and potentially losing up to 370 million working days.

The organisational costs can include:

- Time-consuming and costly formal procedures, like grievance and employment tribunals
- HR and management time taken up with ongoing, informal processes
- The negative impact on the relationships and performance within affected teams
- Staff turnover costs associated with re-recruitment and re-training if those affected leave
- Negative impact on employee health and wellbeing, often leading to employee absence
- Reduced staff morale, resulting in lower productivity

What is Mediation?

Mediation is a confidential, voluntary, and informal process that seeks to pre-empt costly formal procedures through talking. It works because it helps people find practical solutions, in a safe environment, that feel fair to all parties. It is collaborative problem solving focused on finding positive ways forward rather than apportioning blame.

What is the process?

Initial one-to-one meetings with all individuals involved are conducted. Joint meetings only take place when all participants are ready. These meetings are conducted with a view to building consensus and developing a written agreement that will close the process and detail next steps.

What is the role of a Mediator?

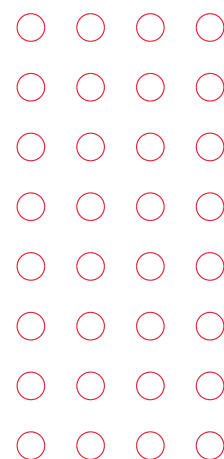
The mediator is an expert in helping people to communicate more effectively. They support all parties involved in the process. They won't judge, tell anyone what to do, interrogate or offer solutions.

The mediator's role is to help create clarity about the situation and what each individual wants to achieve from the process.

During the joint session, the mediator will facilitate a conversation between all parties, fully exploring the key issues and helping reach a resolution that is mutually acceptable. Any agreement reached is determined and owned solely by the parties involved in the mediation.

Why Mediation?

- It is informal, pre-empting potentially costly and reputationally damaging formal procedures
- It is voluntary – all parties must sign up to the process willingly (it is never compulsory), owning it, and controlling the outcome
- It is empowering, increasing engagement, and ultimately creating an environment where people can take responsibility for themselves
- It works with 'perceptions' and not necessarily facts (the mediator is not there to find the 'right' answer, rather to help people understand each other's view – and accept it)



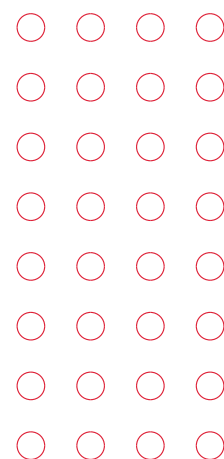
How much does it cost?

Before we agree to mediate a case, we will always request:

- An initial discussion with the referrer over the phone to discuss the case
- A discussion with each of the participants about their willingness to participate and their suitability for the process

This would be undertaken free of charge, to ensure that everyone is able to proceed.

There is no set timeframe for mediation, it is dependent on the number of people involved, and the complexity of the case. In most cases, one day can be enough to make significant progress.



To take a more progressive approach to conflict resolution, speak with one of our accredited Mediators:

Jo Boichot

Director of People Services

07718 326296

jo@seymourjohn.com

Helping people and organisations thrive

www.seymourjohn.com

seymourjohn