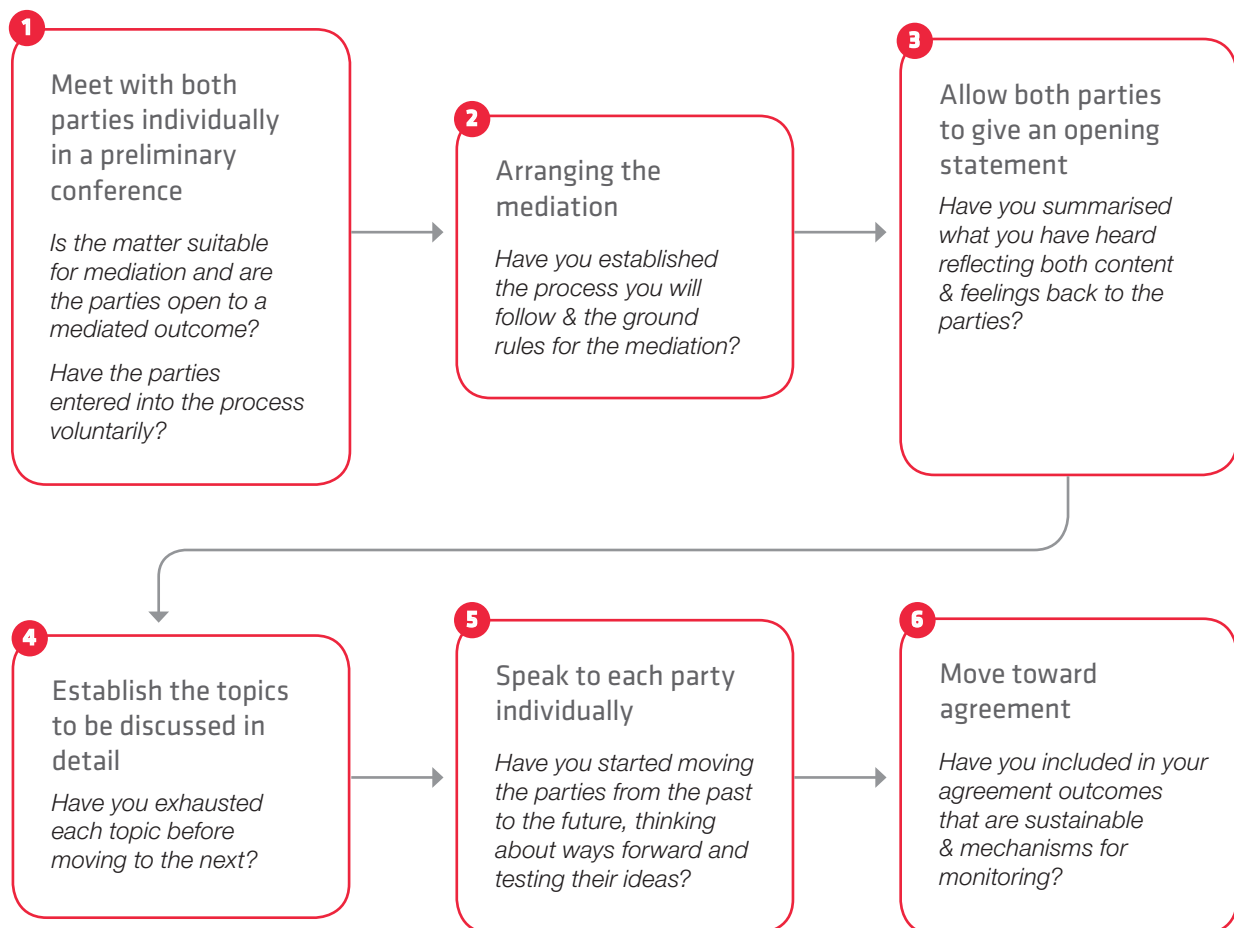


Pathways to Resolving Workplace Complaints

The Mediation Process

You have made the determination that the complaint should be resolved through an informal process of mediation, so what do you need to consider to manage this process?



Pathways to Resolving Workplace Complaints

The Mediation Process

In ensuring that mediation is successful the mediator must thoroughly understand the core elements that underpin a mediation and have the appropriate skills to undertake this method of dispute resolution.

CORE ELEMENTS

THE PRINCIPLES

What are the fundamental principles of a mediation?

- The aim of the mediation is to achieve an agreement between the parties derived by the parties.
- The Mediator must be a neutral third party.
- Mediation is a voluntary process - at the initiation and throughout. The parties to the mediation can terminate the process at any time (as can the Mediator).
- The outcomes are confidential.
- The process is conducted without prejudice.
- There must be a readiness and willingness of the parties to resolve the issue.

MEDIATION SKILLS

THE SKILLS

What makes a successful Mediator?

- Has completed Workplace Mediation training.
- Is seen as neutral by all parties.
- Facilitates a structured discussion rather than giving advice or advocating for the parties.
- Opens the channels of communication and assists the parties to understand themselves.
- Maintains momentum in the discussion.
- Encourages the development of options.
- Records, reflects and summarises progress.
- Effective listening skills - good eye contact, uses appropriate non verbal cues and has empathy.

If you need assistance with your mediation as you progress or you want to undertake training in this area, contact PEEL HR.

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