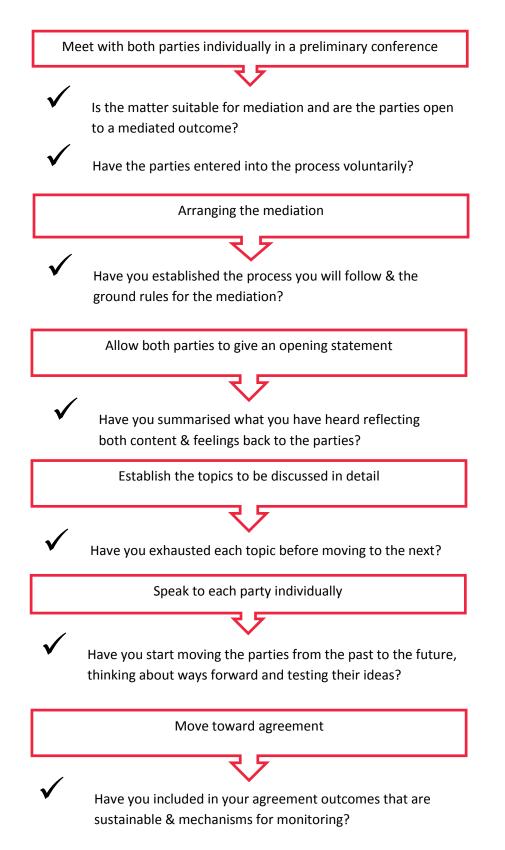
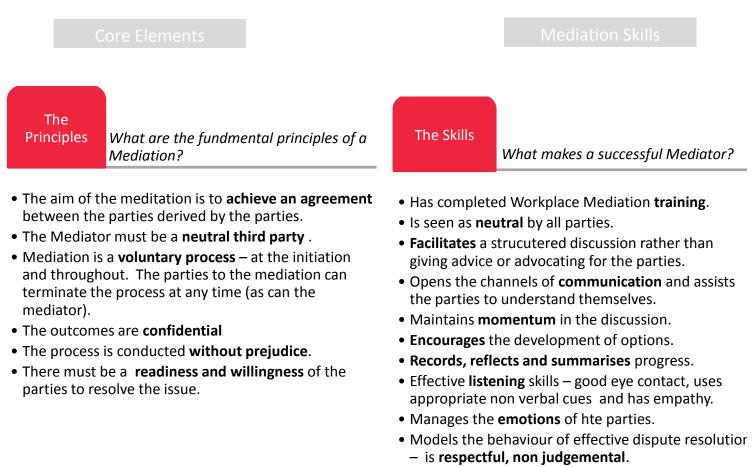
THE PATHWAYS TO RESOLVING WORKPLACE COMPLAINTS

"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?



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.



• Manage any power imbalances - real or percieved.

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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