

The Mediation Process

Mediation Co-ordinator receives a request for mediation. This could come directly from you, your line manager, local HR contact, Institute Administrator or HR School Team.

Mediation Co-ordinator will contact you and the other party involved to confirm that you both wish to take part in mediation and to discuss the process with you

Mediation Co-ordinator allocates mediators to your case and checks that there are no conflicts of interest between either party and the mediators

New mediator(s) allocated if necessary

Mediators confirmed and formally allocated to your case

Mediators arrange to meet with you and the other parties involved separately

Mediators arrange a joint meeting

Follow up by mediators

Purpose of the first meeting:

1. Discuss the mediators' role
2. Discuss the problem from your perspective
3. Explore & clarify what you want from the mediation process
4. Raise concerns or questions

Purpose of the joint meeting:

1. Discuss the problem in a safe and structured environment
2. Allow each participant equal time and space to talk and be heard
3. Discuss all options and arrive at realistic, agreed outcomes
4. Develop a written agreement
5. Discuss longer term requirements and any follow up arrangements