

Communication

In many cases, conflict occurs in the workplace because of ineffective communication. Workplace mediation offers both management and employees more chances to express differences and to clarify problems, and it provides a safe setting to resolve conflicts and disputes. With the assistance of a neutral and impartial third party, the participants draft solutions and work together toward a reasonable resolution of underlying disputes, conflicts and other issues in the workplace, in order to make it easier to work together.



Even if the parties cannot resolve their disputes through workplace mediation, they can gain a better understanding of the other parties' issues, concerns, and perspectives. In addition, the process does not affect an individual's right to pursue an EEO complaint if the parties are unable to settle their disputes.



Contact Information

For additional information or to request workplace mediation, contact:

CNIC NAF EEO Service Center
1-866-295-0320

or

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WORKPLACE MEDIATION

An effective tool for resolving disputes and conflicts in the workplace



Do you have unresolved disputes, conflicts or other issues in your workplace?

If so, consider mediation as a way to help improve workplace relationships.

Benefits of Workplace Mediation

VOLUNTARY PROCESS

All parties must agree to use workplace mediation to resolve their disputes. Individuals cannot be forced to participate in the process.

COST & TIME SAVINGS

Workplace mediation can be scheduled relatively quickly and is provided at no cost to the parties.

CONFIDENTIAL & PRIVATE

Statements made during workplace mediation cannot be used against the parties at a later time. Non-parties cannot attend mediation without the mediator's consent.

INFORMAL PROCESS

The rules of evidence do not apply. No recordings are made and all notes taken during mediation are destroyed. There are no fact findings and no final decisions are made, unless the parties enter into a binding settlement agreement.

Role of the Mediator

- **Mediators** are neutral, impartial individuals with specialized knowledge to deal with conflict.
- **Mediators** do not blame, take sides, judge who is right or wrong, or decide what should happen.
- **Mediators** encourage people with disagreements to listen to each other and to discuss solutions that will work for everyone involved.
- **Mediators** help the parties understand interests that drive conflict and focus on solutions to conflict.
- **Mediators** keep lines of communication open by engaging in diplomacy, information sharing – where appropriate – and rephrasing proposals so that both sides fully understand the issues.
- **Mediators** may provide suggestions to help parties deal with conflict.



Types of Issues Appropriate for Workplace Mediation

Almost all issues can be worked out during mediation. Below are a few examples of the types of conflicts that are appropriate for workplace mediations:

- **Personality conflicts**
- **Supervisor and employee disputes**
- **Disputes between co-workers**
- **Bullying**
- **Disciplinary issues**
- **Scheduling conflicts**
- **Other types of workplace disputes**

