

Workplace mediation: How it works and why it works'

With *Brendan Schütte, Workplace Mediator*



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Workplace Mediation

“ A process in which an impartial third party assists those in conflict to reach their own resolution for solving their differences ”

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Characteristics of Workplace Mediation

Respectful
Future focused
Listening for *how you feel* and *what you need*
Realistic
Confidential
Informal
Effective
Voluntary
Advantageous vs investigation and legal approach
Self-determination
Impartiality of mediator
Fast, focused intervention
Reasonable costs

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“Broadly speaking, interactive mediation
asks the parties to

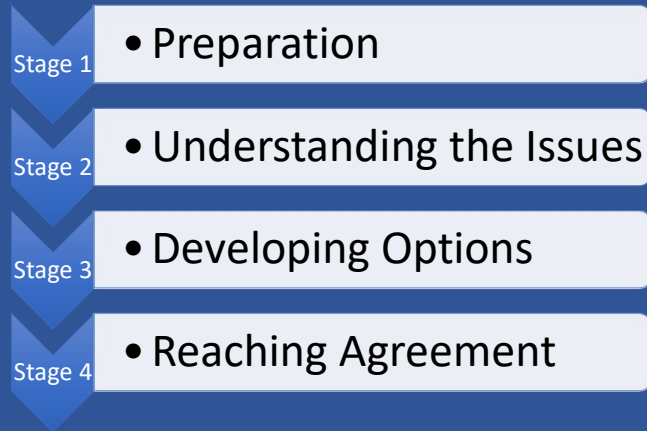
Reflect, Exchange and Move on.”

John Crawley/Katherine Graham

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The Mediation Process



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Where to use workplace mediation ?

More than you use it now !!

Bullying / harassment / sexual harassment claims

Grievances

Performance management

Difficult conversations that need help

Post investigation

“Personality clashes”

Change management

**** Note that mediation is not a replacement for good management****

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Questions ???

Brendan Schutte

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