



Care first

mediation

working to restore good communication

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Mediation

Conflict in workplace relationships is frequently cited as one of the greatest causes of stress at work. Unresolved disputes and misunderstandings make a huge claim on the time and resources of managers. The impact of such problems often spreads to team members and colleagues even when they are not directly involved.

ACAS and the CIPD recommend mediation as an early intervention, to help avoid formal processes and the high costs (in every sense) of employment tribunals.

Save on time, cost and resentment

While grievance and dignity at work policies can be effective tools, formal processes can become protracted and may leave all parties involved feeling mentally and emotionally worn out, with the outcomes of small consolation. **Care first** mediation is a creative alternative, aimed at providing a positive and workable outcome for all parties concerned.

Well known as leaders in the field of Employee Assistance solutions, our understanding of workplace communication and relationships places us ideally to facilitate mediation outcomes that work for all concerned. Our independence of the employer organisation often helps to convince employees and managers that they will receive an impartial service, unclouded by organisational politics and history.

When will mediation work?

Mediation is not always the answer for workplace conflict and sometimes **Care first** will advise there are other steps to be explored by managers before

mediation would become the most relevant option. A telephone discussion with a **Care first** mediation expert is the first step towards establishing an appropriate plan. Our experts will make an assessment of whether the situation is mediable at a given point in time, advise on the mediation process and support managers in any preparatory work needed before referral.





Below are some examples of situations where mediation proved to be a successful way forward:

- The new manager's idea of robust performance management feels like bullying. Relationships are fraught and morale is low. Professional communication must be restored.
- A flare-up in the office has highlighted a problem that's been stressful for some time. These two people used to be good friends as well as colleagues; now they can hardly stand being in the same room!
- A formal grievance has been heard and it's time for both parties to adjust to working together again. We need to move on professionally and personally.

Setting it up for success

The success of mediation depends on the motivation and commitment of the parties to find an agreement that is realistic and sustainable. **Care first** mediation is not focused on going over the old ground of the dispute but on looking to the future, to find solutions. The process appeals to the professional side of all who engage in it and assists the parties to look beyond their own needs, to their responsibilities to their employer, so that life and work can move on.

Where to start

Call for a discussion with **Care first** and start to resolve a stuck and demanding situation. The cost will be small relative to the toll of ongoing stressful relationships in the workplace.



Care first

1230 Lansdowne Court Gloucester Business Park Gloucester GL3 4AB

t 01452 623200 f 01452 623201 e info@care-first.co.uk

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