

## Mediation Service



This booklet explains what mediation is, its benefits and how to request mediation or make a referral.

**For additional information:**

Email: [mediation@gov.im](mailto:mediation@gov.im)  
[www.gov.im/hr/mediation](http://www.gov.im/hr/mediation)

### When is mediation recommended?

Mediation can help where:

- There has been a breakdown in a working relationship;
- People are willing to resolve the issues;
- Parties may have tried to resolve their issues, but need some outside support;
- There is a misunderstanding or dispute;
- There is a loss of trust;
- Someone does not feel valued or respected.

### How do I find out more or make a referral?

If you would like to make a referral, or to speak to someone in confidence about mediation and whether it can help you, send an email to [mediation@gov.im](mailto:mediation@gov.im) and somebody will call you back.

Or visit our webpage at [www.gov.im/mediation](http://www.gov.im/mediation)

### How are referrals made?

Referrals are generally generated by line managers but can also be accepted from higher management, union representatives, Occupational Health, Staff Welfare and Office of Human Resources HR Advisors.

Please note that we do not accept self-referrals. If you feel that mediation would be of benefit to you, it is suggested that you discuss this in the first instance with one of the people listed above.

Mediation dates for the year are scheduled in advance. Once a referral has been received, the referrer will be contacted to confirm that all parties can be released on the next available date.

Parties will then be contacted by a mediator to finalise arrangements and answer any questions.

# Internal Mediation Scheme

## What is mediation?

Mediation is a voluntary and confidential process whereby impartial third parties (trained mediators) assist individuals or groups who are in conflict.

Mediation gives the individuals involved the opportunity to explore the underlying causes of the conflict and encourages the parties to identify a resolution for themselves.

The mediation process is based on the principle of problem solving, but with a strong emphasis on the future and building relationships.

## Who is it for?

Teams and individuals in conflict can use the mediation model. The processes are slightly different, but the principles are the same.

## What's the Process?

**Individual mediation** is a one-day process aimed at bringing both of the parties together in a safe, constructive environment to facilitate communication.

The day is split into two stages. During the first stage, the parties meet individually with the mediators to talk about the conflict and their goals for the day. The second stage is a joint meeting, facilitated by the mediators, during which the parties can hear each other, identify areas of common concerns and reach a mutually acceptable agreement.

**Team mediation** takes place over a longer period of time. As with individual mediation, each member of the team has an opportunity to meet individually with the mediators. Depending on the size of the team, these meetings may not all be held on the same day. Once all members of the team have met individually with the mediators, the whole team meets for a full day to work towards a solution to the conflict.



## Does mediation work?

If mediation is entered into with the right mindset – a willingness to listen to each other; to be mutually respectful; to challenge and be challenged and to seek a new way of working together - there is every chance that mediation will work.

## What are the benefits of mediation?

- It's voluntary— people are showing a commitment to improve the situation just by agreeing to mediation.
- It's confidential— people get an opportunity to explain their issues and the impact on them in a safe environment.
- It encourages open and honest dialogue.
- It's win-win—the outcome is mutually agreed, not decided by a third party. It is therefore much more likely to work!