

**Our approach  
to mediation at  
NVC Resolutions is:**

Confidential  
Impartial  
Respectful  
Understanding  
Flexible  
Professional

**Why try Mediation?**

**Because Mediation:**

- Is confidential.
- Is unbiased.
- Is voluntary.
- Encourages disputes to settle at an early stage.
- Puts you in control.
- Is less stressful than going to court.
- Could be cheaper and quicker than going to court or a tribunal.
- Is less formal than a tribunal or trial by a judge.

## Mediation for Organisations

*“Mediation is a process where an independent third party is invited to work with two or more people to help them reach a constructive resolution to their conflict.”*

Our workplace mediation service provides a prompt, discreet and cost effective remedy to workplace conflicts, disputes and disagreements. Our approach at NVC Resolutions is based on the process of Nonviolent Communication™ created by international mediator and peacemaker Marshall Rosenberg.

### In mediation we support each person involved to

- ♦ State what is happening from their perspective without blame or judgement.
- ♦ Build trust by communicating how they are feeling, without judgement.
- ♦ Clarify and express their unmet needs (which underlie the conflict).
- ♦ Listen to and understand with the needs of the other people in the conflict.
- ♦ Clarify what all involved want to do cooperatively to resolve the conflict, through agreeing specific strategies.

### Summary of the Mediation Process

#### Prior to Mediation

- ♦ We receive your enquiry and discuss mediation and your expectations.
- ♦ We check that all parties are willing to go to mediation - consent is integral to our way of working. We would then agree times to meet with all parties, both separately and together.
- ♦ We provide a detailed schedule for mediation.
- ♦ We ask that a neutral venue consisting of two rooms and a waiting area is made available in readiness for mediation.
- ♦ We meet all parties separately for individual meetings so that we can gain an understanding of their issues and the needs at the root of the conflict. Ideally these one to one meetings would take place on a separate day from the mediation itself, to allow all people involved time to reflect on the issues before attending the mediation itself.

#### The Mediation Itself

- ♦ We meet with all the parties together and support them to express themselves and to hear and understand each others point of view, and come to joint agreement about how they will resolve their issues.
- ♦ If necessary parties to the conflict can ask for a time out break at any stage of the mediation process. This is why an extra room is helpful.
- ♦ At the end of the mediation, we summarise any agreements/understandings reached and send copies so that all parties can have reference to them.

#### After Mediation

- ♦ We offer ongoing support and follow up as required.
- ♦ We follow up the case after one month

#### Length of Sessions

- ♦ 1to1 meetings with all parties involved in the conflict last for 60 to 90 minutes.
- ♦ The mediation session itself typically lasts for 2 hours. More complex mediations can take 3 to 4 hours, generally with a break half way through.
- ♦ Larger mediations involving groups of 3 or more people may require several sessions of up to 4 hours, depending on numbers & the complexity of the issues.

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## About Mediation

"Mediation can be particularly beneficial where a continuing relationship is necessary - for example in a business case. For some people taking a case to court can appear intimidating, time-consuming and stressful - not to mention costly. Mediation provides an alternative that allows parties to discuss the issues in a less formal environment, to patch up differences and to agree a settlement."

- Lord Falconer, Secretary of State for Constitutional Affairs – Justice, Rights and Democracy.  
9th March 2007  
[www.news.bbc.co.uk](http://www.news.bbc.co.uk)

### Mediation can be used to resolve conflicts:

- ◆ Between staff
- ◆ Between managers
- ◆ Between managers and their staff
- ◆ Within or between teams of any size including project or matrix teams
- ◆ With your customers, clients, suppliers, purchasers, funders, etc

### What are the benefits of workplace mediation?

- ◆ It creates a safe place for all sides to have their say and be heard.
- ◆ It stops conflicts escalating out of control and affecting the wider team.
- ◆ It reduces the stress and anxiety commonly associated with workplace conflict.
- ◆ For employers it reduces the cost of conflict and reduces the risk of litigation.
- ◆ For employees it ensures that they have an equal say in outcomes.
- ◆ It creates a more harmonious and enjoyable working environment.
- ◆ Mediation places responsibility for the resolution of the conflict directly with the parties involved.
- ◆ Because the solution is worked out and agreed to by both parties it is more effective and longer lasting.
- ◆ By engaging in mediation, the parties are sending out a clear message that they are serious about reaching a constructive resolution to their conflict.

### Mediation and the Law

Mediation is not a legally binding process. Any agreements are reached voluntarily and cooperatively. Fulfilment of agreements is dependent on the goodwill of all parties concerned.

### How much does mediation cost?

We use a sliding scale depending on the status of the organisation e.g. charity, public sector or corporate status. Fees are typically between £300 - £1,500 per day, depending on the complexity of the issue, the location of the mediation and the number of mediators involved. Fees are charged by the hour or day and include all preparation, the actual mediation, and any follow up work required, such as drafting and redrafting agreements, and ongoing support.

### Further Information

For further information or to discuss please contact Daren De Witt at NVC Resolutions.

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