

Why use Mediation Plus?

Mediation Plus is a non-profit charitable organisation formed in 2006 from the merger of the Wealden and Eastbourne community mediation services.

Building on 15 years experience, we have grown from our original neighbour dispute resolution service to offer a wide range of mediation services.

We provide high-quality, impartial and confidential mediation services that enables and empowers individuals, organisations and local communities to resolve and prevent conflicts and disputes.

The income we receive from our workplace and commercial mediation services help support our continued work in our local communities.

Mediation Services

We offer a full range of mediation services including:

Commercial Mediation

Covering disputes between landlords and tenants, or between businesses trading with each other.

Community Mediation

Helping to improve communication and resolve misunderstandings between different communities.

Health & Social Care Mediation

Resolving disputes between care providers, patients, residents or family members.

Mediation Training



Mediation Skills Training

Fully accredited programme of mediation skills training for individuals, businesses and organisations.

Dealing with Conflict & Communication Skills

One-day continuing professional development courses for businesses, organisations and individuals.

Peer-to-Peer Mediation Training for Schools

Helping pupils in primary and secondary schools or colleges to resolve issues within their peer group.

Want to know more?

To find out more about the service or just talk through your situation contact us at:

Tel: **01323 442781**

Email: **info@mediation-plus.org.uk**

Web: **www.mediation-plus.org.uk**

or write to us at:

**Mediation Plus,
Southview, Western Road,
Hailsham, East Sussex
BN27 3DN**



Workplace Mediation

and Conflict Resolution for
Businesses and Organisations



**IMPARTIAL
CONFIDENTIAL
PROFESSIONAL
INDEPENDENT**

from

MEDIA+ION

Charity Registration Number: 1116072

MEDIA+ION

What is Mediation?

Mediation is a form of alternative dispute resolution where we help two or more people involved in a dispute to understand each other and to recognise that they can find their own resolutions to conflicts.

Mediation is a confidential, informal and voluntary process where our impartial and accredited professional mediators facilitate communication between the parties in dispute to assist them in reaching a mutually acceptable agreement.

The primary goal of Workplace Mediation is to enable the parties to work together effectively in the future.

Mediation helps people to:

- Talk and listen to each other
- Improve communication
- Improve understanding
- Resolve conflicts



When is Workplace Mediation Effective?

Virtually any difference that arises in the workplace can benefit from mediation if the parties are willing to deal directly with each other and if the company provides the resources for mediation. These include:

- Disputes between employees or within teams
- Communication breakdown
- Deteriorating performance
- Sexual harassment complaints
- Termination of employment



How does Workplace Mediation work?

Our mediators will open communications between the parties about the reasons for the dispute, helping both parties to understand as fully as possible their own and the others' point of view.



As the parties gain an expanded understanding of the situation, their ability to work together toward resolution - and after resolution - increases.

Workplace Mediation can be effective in any size of organisation from small businesses to large private or public organisations. It can work in both union and non-union settings and can save huge amounts of costs and time that might otherwise be taken up at an employment tribunal.



Mediation requires little or no additional paperwork to be prepared and 90% of workplace mediation cases take only one day.

What are the benefits?

Workplace Mediation offers important benefits to both employers and employees. It provides fast, creative and mutually satisfactory resolutions. If a dispute is mediated shortly after it arises, the chances of resolution are much higher as the parties' differences have not had a chance to become entrenched. Even if conflicts are not resolved on the day, they are often resolved later.

Mediated resolutions work better and last longer than authoritatively imposed resolutions because everyone involved has a stake in the outcome and buys into them. Mediation fosters mutual respect through improved communication, and can mend working relationships even when the parties are extremely hurt and angry.



Identified benefits include:

- Retaining valuable employees
- Reducing number of formal grievances raised
- Developing an organisational culture that focuses on managing and developing people
- Reducing sickness absence
- Being able to maintain confidentiality

Mediation: An Approach to Resolving Workplace Issues CIPD Survey 2013