

WORKPLACE
MEDIATION
AND
FACILITATED CONVERSATIONS

“Helping People Talk
To People”

*Encourage and enable people in conflict
to discuss concerns and issues in a safe and productive environment, and
arrive at a cooperative and beneficial resolution.*

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*Solutions agreed on in
Facilitated Conversations are often more cost effective,
timely, comprehensive and lasting.*

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*Individuals affected by the solutions are those
making the decision, which promotes
trust & responsible communication in the future.*

Benefits include –

Effective. Provide positive and lasting solutions because people involved and affected by the conflict are those creating the solutions. They have buy-in and commitment to the resolutions they work to create.

Objective. Mediators don't take sides, advocate, represent or make decisions for any of the people at the table. Mediators are independent, objective, neutral, third parties.

Confidential. All those involved agree to confidentiality, which creates the *safe place* necessary for honesty, respectful conversations which lead to lasting solutions.

Engaged and Genuine Conversations. You're given the opportunity to discuss real issues. Life doesn't come in "one-size-fits-all," and neither do lasting workplace resolutions.

A Real Difference. We focus on problem solving, developing expectations, and communication. This is what it takes to truly resolve your workplace conflict. As a result, attitudes, behavior and the workplace environment is changed.

Positive Learning Experience. The parties learn effective skills for resolving conflicts which may arise in the future.

More Satisfying. Mediation continues to prove much more satisfying than the traditional grievance process!

How Mediation works for you –

Pick up the phone, send an email. We'll ask you to provide a brief overview of the situation as you understand it. How did the conflict get to this point? What role did you play and who else contributed to the conflict?

We explain and answer questions. CMC will contact each person involved and explain the value of mediation & facilitated conversations. We listen to your concerns and answer any questions you may have.

Agreeing to Mediate. Once you agree to participate, mediation is scheduled at a time and place that is convenient. When the parties meet, a professional mediator helps them:

- Set ground rules that ensure a respectful and safe environment,
- Discuss each person's issues and concerns in a managed setting that is honest and respectful to everyone,
- Identify important issues,
- Constructively look for options and possible resolution, and
- Make decisions based on what it will take to resolve the conflict.

Voluntary & Confidential. Mediations and Facilitated Conversations are voluntary, confidential and generally last sixty to ninety minutes. All we need to get started is a good-faith commitment on the parties' part.

What Kind of Disputes Can Be Mediated?

Team conflict issues, communication problems, unfair treatment, discipline, termination, performance issues, discrimination, harassment, retaliation and whistleblowing.

Mediation is

Fast – Voluntary – Confidential – Free – Positive & Creative

Problems at Work Can Ruin Your Day

It's not always easy to resolve job problems in the workplace. Sometimes things build up and make it hard to go to work and to do your job well. Morale and productivity suffer for whole groups when disputes and conflicts are ignored, allowed to linger or even grow.

Resolving Them Can Be Easier Than You Think!

Mediation and Facilitated Conversations allow you to talk, listen and understand each other; aided by a neutral, trained, professional mediator who can help each of you think about ways to get what you need, resolve the problem and get on with your career and your life.

What They Say . . .

- ❖ “Great mediators with high qualities to listen and restate the facts, while removing opinions from the statements – very helpful.”
- ❖ “I was able to tell my side of the story without being pushed, shoved or told I'm wrong!”
- ❖ “Helped us find a solution without going the court/legal route.”
- ❖ “The mediator was very fair, open and honest. They gave both of us time to speak and come up with solutions to use in the future. Overall, I think it was a very good outcome and hope that we can take what we have learned and continue to apply it to any circumstance that may arise in the future.”
- ❖ I didn't realize the value of mediation. I thought they were going to send someone from another city department. I didn't realize we'd get a “real” mediator. I didn't think it would be outcome based. This was a great opportunity!”
- ❖ “The mediator was very good. Both sides did their homework and we were willing to move forward during the mediation. A lot of credit goes to the employee's attorney for his hard work.”
- ❖ “The mediator explained the process very well and kept the process moving along in a positive and professional manner. Well done!”
- ❖ “I appreciate when (mediator) writes up the basis points agreed to in the mediation. It helps as I've got numerous appointments each day and it is easy to lose track of the specifics. As owner of (law firm), I'm appreciate and will refer Find Solutions and Community Mediation Concepts to other attorneys.”