

# Mediation Services

Processes to help you discuss, explore and agree how to improve a working relationship



## Turning Moment

*Supporting you to be seen, heard and understood*



# Mediation Services

## *What to expect*

Mediation is a process that will help you to discuss, explore and agree how you can improve a working relationship. The value of mediation is that it is confidential and not subject to formal organisational processes and procedures. Through mediation, I can support you to express your thoughts or feelings about an issue, find an agreed way forward and improve the situation.

I will help you to prepare, guide you through the mediation discussions and ensure that you are heard. I have many years of successful experience in supporting people from a wide range of backgrounds and professions.

There are 2 parts to the mediation process:

### **Part 1 - Individual Meetings (One-To-One)**

You will work with me on a one-to-one basis so I can understand the issues from your perspective. I will then help you to prepare for a joint mediation meeting with your colleague(s).

### **Part 2 - Joint Mediation Meeting**

After the one-to-one work, we move to a joint mediation meeting with your colleague(s). I am there to support and guide you through the process. The purpose of the joint meeting is for you and your colleague(s) to explore together what is bothering you and find a way to work through the issues.

Our aim is to reach an agreement on how you can work together successfully following the mediation process.

## *Mediation is:*

### **Confidential**

Any information shared will not be passed on. There are four exceptions to this:

- ◆ if you disclose an illegal activity
- ◆ If I believe that someone involved is at serious risk of harm
- ◆ If there is extreme behaviour during the mediation (e.g. physical violence)
- ◆ if there is risk of harm to a child (under 18)

### **Voluntary**

For mediation to work effectively, both parties need to participate willingly in the process.

### **Informal**

Either party can decide to stop or withdraw from the process at any stage. I would normally expect that we discuss this before you decide to stop the process. It is important that you enter mediation as a willing volunteer.

### **Impartial**

I will not discuss any issues raised during mediation with anyone. Anything disclosed during either the 1-2-1 or joint meetings will not be shared or used in any formal processes or complaints. I cannot give evidence in any such processes or on behalf of any party.

### **Professional**

It is expected that agreements arrived at during the mediation process are made in good faith and are followed through in a professional way. In certain situations it may be appropriate to share any agreement with your organisational contact (HR / Line Manager). Normally in such cases, we would agree the detail together before it is shared any further. It is important to note that details of the mediation and conversations within the mediation process are not expected to be shared and will remain confidential.

# What we do

**Turning Moment** supports leaders, managers and employees to be seen, heard and understood. We are passionate about helping people to communicate better so they improve work relationships and reduce instances of conflict, complaints, under-performance and stress-related ill health.

We use a range of services which are adapted in discussion with you to cater for your organisation's specific needs.

We can support people in your organisation through:

- **Mediation** - that safely explores and resolves work-based relationship issues
- **Facilitation** - that enables groups to manage challenging issues and learn together
- **Coaching** - that enables individuals to safely reflect and solve work-based relationship problems
- **Training** - that increases confidence in clear communication, decision-making and taking action

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*Be seen, heard and understood*



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