



Independent Mediation Service

WORKPLACE MEDIATION SPECIALISTS IN RESOLVING DISPUTES



BRIGHTON AND HOVE
INDEPENDENT MEDIATION SERVICE

Having disputes in the workplace?

Mediation is a confidential and informal process used to help resolve workplace problems. Examples include communication breakdown between colleagues, complaints of harassment, grievances over workloads and alleged bullying.

Mediators listen to both sides of the dispute and work with the parties involved to find practical solutions to problems and to reach agreements between themselves.

Their job is to facilitate communication between people in order for them to arrive at mutually agreeable solutions and to improve working relationships.

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I would recommend this way of resolving work conflict to others

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The Benefits to the Organisation

- > Mediation is a very cost effective way of dealing with workplace disputes; and absenteeism can be reduced and potential staff turnover can be avoided.
- > Effective mediation can avoid expensive grievance procedures and employment tribunals; mediation process takes one day on average as opposed to an average of 9 days of administrative and management time spent on a typical grievance case.
- > Mediation encourages ideas and problem solving. “Blame culture” is discouraged.
- > Improved relationships with colleagues will result in more effective teamwork and improved customer service.



These benefits will lead to the following;

- > Improved working relationships and staff morale
- > Retention of experienced staff
- > Reduce stress and increased motivation
- > Increased productivity and profitability.

The Benefits to the Individual

- > Conflict can be resolved quickly.
- > Those involved will know their issues are being acknowledged and consequently feel appreciated and valued as an employee.
- > It is a confidential process which encourages people to talk openly to someone impartial without any restrictions.
- > The process improves working relationships and works towards win/win outcomes.



“The atmosphere has definitely gotten lighter in the office”

Why choose our Service?

- > We are an independent service with 20 years experience in mediation.
- > We use highly experienced accredited mediators from a wide variety of professional backgrounds.
- > As a charity not only can we offer very competitive rates for our services; the fees received for our workplace mediation service help to fund our organization to continue providing mediation to the local community.
- > Parties are contacted within two working days. Mediation is usually undertaken within two weeks of receiving the referral.
- > We are effective; 98% would recommend our service to others. *“The outcome was good, working relations have resumed”*

The Principles of Mediation

- > Mediation is voluntary; parties involved agree to mediation before any meetings takes place.
- > Mediation is completely confidential; anything discussed does not go beyond the mediators and the parties in dispute. All notes taken and used to find a resolution are destroyed on the day.
- > Mediators are impartial and do not take sides.
- > Mediation is solution/ agreement focused. Those involved offer and agree the solutions themselves.

How can I arrange Mediation?

We can be contacted by email or phone. Call us for an informal and confidential chat or to receive a free consultation. You can also visit our website for more information.

>>> CONTACT

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