

Workplace Mediation

This factsheet gives a brief introduction to workplace mediation and how it can be used to resolve disputes and conflict at work. It includes details of organisations providing workplace mediation in West Yorkshire.

What is mediation?

Mediation can be a constructive way to address issues that arise in the workplace. It is an informal way of resolving disagreements or disputes. It involves a neutral and independent third person working with those in dispute to help them reach an agreement. It is a confidential and voluntary process. The mediation process aims to find a resolution that is realistic and agreed by those in dispute – the result is a healthy, positive working environment.

Who is mediation for?

Mediation is suitable for anyone in the workplace, at any level. Mediation can take place with colleagues, worker and their line manager, or manager and trustee (in voluntary organisations). Mediation is a voluntary process which means that each person must be willing to take part.

When can mediation help?

Mediation can help when there has been a breakdown in communication, or deterioration in working relationships. It may help staff returning to work after a long absence. It is most effective at an early stage, before formal procedures have begun. Mediation is forward looking and focuses on what can be done to improve the working relationship. It provides a safe environment to discuss issues. It is not suitable where a worker wants a formal investigation of a grievance matter, or where conduct or performance issues warrant disciplinary action.

How does mediation work?

Mediators usually meet each party separately and allow them to talk through the issues, and clarify what mediation can and cannot offer. This is normally followed by a joint meeting between those in dispute. Mediators help to work towards an agreement. The mediator is independent and impartial, and the content of the agreement is decided by the parties involved. In some services (eg PERS, ACAS) the mediator can make recommendations at the end of the mediation process, if the parties prefer. It should be established at the start of the mediation process which style of mediation the parties want.

What are the benefits of mediation?

Mediation can provide an informal and speedy solution to workplace conflict. It encourages communication, improves relationships, and helps people to resolve difficulties themselves. If successful, it helps prevent situations becoming so bad that stressful formal procedures are invoked, and helps avoid time consuming and costly tribunal proceedings. Discussions during mediation are legally privileged and cannot be used later in formal proceedings

Who can provide mediation?

The following organisations offer workplace mediation in West Yorkshire:

Pay and Employment Rights Service

Pay and Employment Rights Service
Unit 14, Batley Enterprise Centre
513 Bradford Road
Batley
WF17 8LL
Tel 01924 428030 Fax: 01924 440906



LOTTERY FUNDED

PERS is a charity which has been providing employment rights advice since 1986. It currently works mainly with voluntary sector organisations and employees in West Yorkshire. With the aid of Big Lottery funding PERS is now able to provide **free workplace mediation for the West Yorkshire voluntary sector**. PERS recognises the value of mediation in helping to resolve issues at an early stage, before formal disciplinary and grievance procedures are invoked. PERS employment advisers carry out the mediation. The form of mediation offered by PERS uses techniques that are very different to those used by Mediation Yorkshire and Mediation Leeds.

As well as enabling the parties to reach their own solutions, PERS workers can draw on their knowledge of employment law and experience of workplace issues to help resolve matters, where this is appropriate. PERS provides a service which is confidential and impartial.

Mediation Yorkshire

Mediation Yorkshire
Dewsbury Business Centre
13 Wellington Rd
Dewsbury
WF13 1HF
Tel: 01924 520818 Fax: 01924 520808
www.mediationyorkshire.co.uk
Email: info@mediationyorkshire.co.uk



Mediation Yorkshire (MY) is an independent organisation and registered charity which was established in 1997. It provides a mediation services across Kirklees and Wakefield and works in partnership with a number of organisations.

MY Mediators are impartial and independent and aim to encourage people to communicate, to find common ground and a way forward. They are passionate about mediation as a method to resolve disputes and in recent years have achieved a success rate for workplace cases of 100%

Please Note - all MY mediators have the following qualifications and experience:

- Level 3 Qualification in Workplace Mediation
- Competent Mediator Status
- At least 8 years experience mediating

On occasions we may use 2 mediators per dispute (a co-mediation model) as we believe this gives the best opportunity for reaching an agreement.

For more information on fees please contact MY. Our standard fee for a 2 party case is £500 – but this can be reduced for VCS organisations, depending on size and income. This includes initial meetings with each party and the joint meeting.

Mediation Leeds

Mediation Leeds
Oxford Chambers, Oxford Place,
Leeds LS1 3AX
Tel: 0113 242 4110
Email: info@mediationleeds.org.uk
Website: www.mediationleeds.org.uk
Lines are usually open between 10am and 3pm Monday to Thursday



Mediation Leeds was founded in 1989 and is one of the longest established independent mediation services in the UK. **Their workplace mediation service has 100% success rate** with cases often ending in written agreement. All mediators are professionally trained and qualified to OCN level 3 in workplace mediation skills.

Other specialist areas include neighbour and community mediation, healthcare conciliation, and training in conflict resolution in addition to providing workplace mediation.

For more information on fees please contact ML. Our standard fee for a 2 party case is £500. This includes initial meetings with each party and the joint meeting, all taking place in one day in their offices.

However, if there are multiple parties necessitating the use of an additional mediator and/ or extra hours, then costs can be negotiated.

Community Accord

Community Accord
Unit 41, Carlisle Business Centre
60 Carlisle Road
Bradford, BD8 8BD
Tel: 01274 431222
Email: info@communityaccord.com
Web: www.communityaccord.com



Community Accord is a highly professional mediation service based in Bradford. Community Accord operates a large community mediation programme, alongside its workplace, health and social care complaints and public policy mediation services.

Community Accord also offers a range of popular negotiation and mediation training courses.

Community Accord's extensive experience and its collaboration with the world-renowned Centre for Conflict Resolution at Bradford University ensure that the users of our workplace mediation service get an effective and personalised service.

The costs of using Community Accord's services can be negotiated on an individual basis for charities. Please contact Community Accord for more information.

ACAS Mediation and Conciliation

Contact:
Phil Chapman
Leeds ACAS office
Tel: 0113 205 3809
Email: pchapman@acas.org.uk

As well as mediation (for which there is a charge), ACAS offers **free conciliation**, both

- a) after an Employment Tribunal application has been lodged, in which case the matter will automatically go to ACAS to try to broker an agreement before the Tribunal itself;
- b) and also prior to an Employment Tribunal application if requested.