



## Conflict is Complex and Challenging...

2Collaborate recognise that there are no simple answers, no quick fixes and there is definitely no magic wand. We recognise that the resolution of conflict through **open dialogue** and **honest debate**

such as that achieved in mediation can

**lead to more sustainable relationships within workplaces and communities**

Working with conflict can be stressful and painful for all parties and coming to mediation can be a difficult decision. However, we believe that **mediation**, when applied sensitively and appropriately,

**can make a real difference to people's lives**

by offering all parties the chance to

**work together**

to find a realistic and constructive

**resolution**

to their conflict.

## What is Mediation?

*Mediation is a process where the parties agree to listen and talk to each other in a manner that affords civility and respect to one another.*

The **Mediator's role is to assist that process** and not to be tempted to take one side or the other. The Mediator has no right to make a decision on who or what is right in relation to the case or outcome. His or her job is to take responsibility for the process of mediation while the participants collectively take responsibility for the outcome.

## Why choose Mediation?

*Unresolved conflict costs a lot more than just money.*

2Collaborate workplace mediation services resolve complex and challenging disputes **swiftly, effectively and with as little disruption as possible**

. Our expert and experienced mediators work with all parties in a dispute to establish their underlying needs and interests,

**encourage dialogue**

and ultimately,

**facilitate an agreed resolution**

.

Experience has shown us that entrenched positions can be adopted when problems are overlooked or inflamed, whereas a fully trained and skilled mediator can help your employees move towards a **more constructive and satisfactory resolution**.

We resolve disputes referred to us typically involving complex issues such as:

- Grievances
- Complaints
- Allegations of bullying and harassment.

## Benefits of Mediation

*Mediation has many benefits – not just for the parties but for their teams, managers and employers:*

1. Mediation places **responsibility for the resolution of a dispute directly with the parties**
2. Mediation **creates a safe place** for all sides to have their say and to be heard.
3. Mediation **stops disputes escalating out of control**.
4. Mediation **reduces the stress and anxiety** commonly associated with conflict.

5. Mediation **reduces the cost of conflict** and **reduces the risk of litigation**.
6. Mediation **contributes to a more harmonious and productive working environment**.

### What cases are suitable for Mediation?

Serious disagreements between staff, allegations of bullying or other unacceptable behaviour, change management issues, individual and collective employment disputes are among the issues we can help with.

### How are organisations using mediation?

Many employers now have mediation written into their policies and use mediators to seek a formal remedy to workplace disputes. Whilst simplicity is key, each element of mediation requires great care and professionalism to ensure that the process is effective.

The mediation process of 2Collaborate is set out below:

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#### 1. The Referral

We receive your referral and agree our approach. **2. Preparing to Mediate**

Our fully certified mediators undertake extensive preparation to ensure that mediation is effective.

#### 3. Mediation

We mediate with the parties using a mixture of joint and separate (caucus) meetings.

#### 4. Post Mediation □□□

We follow up on a regular basis and support you and the parties following the mediation, holding review sessions with the parties.

## Professional Mediation Standards of 2Collaborate

The mediators at 2Collaborate have carried out well over 360 mediations and have gained an excellent reputation for successful outcomes in direct alternative dispute interventions across a wide selection of settings. The 2Collaborate mediators are fully accredited with the **Chartered Institute of Arbitrators (CI Arb)**

, the

**Mediators Institute of Ireland (MII)**

and the

**International Mediation Institute (IMI)**

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