

Workplace Mediation Services

Resolve Conflicts – Restore Harmony – Rebuild Trust



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Do workplace conflicts affect your team's productivity, performance, communication and morale? Our professional mediation services provide a confidential and effective solution to workplace disputes, helping Organisations, employees and management find common ground and move forward.

In any workplace, conflicts are bound to arise within its dynamic landscape of people interactions. Yet, it's not the conflict itself that defines an organisation's culture but how it's addressed.

Workplace mediation is a structured, confidential, and voluntary process designed to resolve conflicts between employees, teams, or management in a neutral and constructive manner. A trained mediator facilitates discussions, helping all parties communicate openly, identify the root causes of disputes, and reach a mutually acceptable resolution.

Approximately 9.7 million UK employees experience workplace conflict annually, representing about one-third of the workforce. More than half of those experiencing workplace conflict report stress, anxiety, or depression as a result.

Approximately 900,000 employees take time off work each year due to conflict-related stress, resulting in an estimated £2.2 billion in costs. Annually, nearly 500,000 employees resign due to conflict, including recruitment and lost productivity costs.

Additionally, over 300,000 employees are dismissed annually due to workplace disputes. *Source ACAS*

When mediation can be used?

Mediation can be used to resolve disagreements around relationships at work.

For example, you can use mediation to resolve:

- Bullying and harassment
- Communication problems
- Personality clashes
- Relationship breakdowns

Generally, mediation is not used to resolve disputes such as pay or issues related to dismissal or conduct. You could also use mediation to rebuild relationships after a disciplinary or grievance process.

When to start mediation?

It's a good idea to try and resolve the problem informally first, before thinking about using mediation.

If the problem cannot be resolved informally, you can use mediation. Mediation can be used at any stage in a disagreement, but it's best to start it as soon as possible. The earlier the disagreement is dealt with, the less chance there is of things getting worse.

A voluntary and confidential process

If you do not want to take part in mediation, you do not have to.

Mediation is voluntary and confidential. The mediator will agree with everyone involved what information can be shared outside the mediation and how. If you do not reach an agreement, anything that's been said during the mediation must be kept confidential and cannot be used in future procedures.

Outcomes are decided by everyone involved and can be flexible. Outcomes might include:

- An acknowledgement of each party's views
- A commitment to change behaviour
- A commitment to regularly review the agreement reached
- A agreement to review policies and procedures
- An agreement to share work more fairly and provide more responsibility

Why Choose Mediation?

- Confidential & Impartial: A neutral experienced and skilled mediator ensures fair, respectful and open constructive discussions.
- Cost-Effective: Avoid costly legal disputes and tribunal claims.
- Quick Resolution: Faster than formal grievance procedures
- Improved Workplace Relationships: Strengthen communication and teamwork.
- Employee Well-being: Reduce stress and foster a positive supportive work culture
- Helps to Mend Relationships at Work: By finding solutions that everyone agrees to, improves communication allowing everyone involved to have control of what's finally agreed
- Stop more grievances being raised
- Avoid paying high costs, for example, employment tribunal claims

*Mediation is not about judging who was right or wrong in the past.
It looks at how to agree on working together in the future.*

BENEFITS OF WORKPLACE MEDIATION

- Reduces Conflict, Stress & Tension
- Mediation addresses workplace disputes early, preventing escalation into serious conflicts that will disrupt productivity and morale.
- Improves Communication & Relationships
- It fosters open dialogue, helping employees understand each other's perspectives and work together more effectively in the future.
- Cost-Effective Alternative to Legal or other Formal Action
- Compared to formal grievances, tribunals, or legal proceedings, mediation is a low-cost solution that saves time and company resources. It provides a return on investment and can avoid more formal processes, such as going to employment tribunal or managing grievances.
- Enhances Employee Well-being & Retention
- A positive workplace culture that values conflict resolution leads to higher job satisfaction, reducing stress and staff turnover.
- Confidential & Voluntary
- Unlike formal procedures, mediation remains confidential and voluntary, creating a safe space for open discussions without fear of repercussions.
- Encourages Collaborative Problem-Solving
- Mediation helps employees take ownership of solutions, fostering teamwork and cooperation rather than blame and division.
- Boosts Productivity & Workplace Efficiency
- Resolving disputes quickly allows employees to refocus on their work, improving overall team performance and efficiency.



Our Workplace Mediation Process

1. Initial Consultation – Understanding the dispute and setting expectations.
2. Preparation is key, as well as clarifying objectives.
3. Consideration to what outcomes are sought, identifying goals ensures alignment and enables the articulation of individual or team perspectives.
4. Gathering relevant documentation and evidence can support the process and contribute to a fair resolution.
5. Private Meetings – Each party shares their perspective in a confidential setting.
6. Facilitated Discussion – Open and structured dialogue to explore solutions.
7. Resolution Agreement – A mutually agreed-upon outcome that benefits all parties.

WHO CAN BENEFIT?

01

Employees and employers facing interpersonal conflicts.

02

Teams and/or individuals struggling with communication issues.

03

Employers seeking to resolve disputes without formal legal or more formal action.

04

HR Professionals looking for an alternative dispute resolution method.



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Ready to start your journey?
Book your free discovery session today