

## WHAT HAPPENS DURING MEDIATION?

The mediator assigned the case will make contact with the individual parties involved to set up separate pre-mediation meetings to get a sense of the issues in dispute and explain the process in more detail before arranging the joint meeting/s.

At the joint meeting/s the parties get an opportunity to explain their position and express how the conflict has affected them. The mediator will allow and encourage the parties involved to ask questions and discuss the issues with each other. The mediator facilitates the parties in identifying and exploring their own innovative solutions.

## WHO ARE THE MEDIATORS?

Our internal mediators are accredited by the Mediators Institute of Ireland, the professional association whose mission is to promote the use of quality mediation by ensuring the highest standards of education, training, professional practice and regulation. They provide a safe, confidential environment and have the expertise needed to give people the best possible opportunity to resolve their difficulties.

## HOW TO I ACCESS THE SERVICE?

The Mediation Service can be accessed across our health services by contacting your line manager, your local HR department or by contacting the HSE National Mediation Service directly.

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**Telephone: 046 9251255**

Email: [mediation.nationalhr@hse.ie](mailto:mediation.nationalhr@hse.ie)

For more information visit our website:

[http://www.hse.ie/eng/staff/Benefits\\_Services/Mediation\\_Service/](http://www.hse.ie/eng/staff/Benefits_Services/Mediation_Service/)

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Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

## Mediation Service National HR



***Promoting an effective and positive way to resolve issues, difficulties and disputes in the workplace***

Our values  
Care Compassion Trust Learning

## WHAT IS WORKPLACE MEDIATION

Mediation is a voluntary process of conflict prevention and resolution that allows the parties in dispute the opportunity to address and resolve their issues in a confidential and private environment.

The Mediator's role is non-judgmental and non-directive. The Mediator helps the parties to identify their issues and needs and to explore how those needs can be addressed. Mediation is a collaborative process that improves communication, addresses outstanding issues, defuses emotions and highlights areas of agreement.

## MEDIATION IS EFFECTIVE

- In conflict prevention and management
- In single-issue and multi-issue disputes
- In two people or multi-party conflicts
- For developing innovative and sustainable solutions when parties are willing but stuck
- As a preventive intervention early in a conflict
- As an effort to avoid lengthy and costly formal processes and investigations

## HOW DOES IT WORK

Mediation provides a confidential and safe environment for the parties to air their issues and concerns and to hear the issues and concerns of the other party. The content of the mediation is confidential to the party and the Mediator. Any agreement from the mediation must be mutually acceptable to all parties and is generally binding unless otherwise agreed by the parties.

*Research shows that over 80% of cases are successfully resolved at the mediation or shortly after...*

## EXAMPLES OF WORKPLACE CONFLICT SUITABLE FOR MEDIATION

- Interpersonal disputes
- Manager/Staff difficulties
- Breakdown in a working relationships
- Performance Issues
- Issues arising from a grievance or disciplinary procedure
- Difficulties arising from organisational change
- Allegations of harassment or bullying
- Conflict arising from equality and diversity

*Mediation allows for creative outcomes that would not be available through the narrower remit of investigation or other formal processes*

## WHAT ARE THE BENEFITS OF WORKPLACE MEDIATION?

- Provides an early intervention and resolution option in conflict situations.
- Allows both parties to deal directly with each other with the help of a mediator, thus protecting the privacy of parties involved.
- Creates a safe place for all parties to be heard and have their say freely. All discussions remain confidential.
- Voluntary process. Resolution of the dispute remains in the control of the individuals involved.
- Encourages a positive approach to resolving issues.
- Mediation is quicker, less stressful and cheaper than engaging with the court system.
- Reduces the need for expensive 3rd party referrals.
- Mediation works towards long-term solutions and focuses on the future working relationships of those involved.

*The Disputing parties control the content and the outcome of the mediation*