



Information sheet - What is mediation?

Most of us have heard of Mediation but not all of us are clear about exactly what Mediation is or how it can be used as an alternative dispute method to those already being used in an organisation.

The great thing about mediation is that it can simply slot into an already established dispute resolution process often as a first or second procedure and can often prevent disputes and conflict from escalating any further saving organisations and communities valuable resources and money.

Mediation Definition

Mediation is: A process in which an **impartial** third party helps disputing parties work out an agreement. The disputants, not the mediator, decide on the terms of this agreement.

Different to Negotiation, Arbitration and litigation the key point to make from the above definition is **impartial**. There is a definite process that needs to be followed and an expansive skill set that mediators use to engage each (often reluctant) party and guide them through a very positive and effective process to solve the conflict without the need for any further intervention.

What can mediation do?

Mediation is effective as it will:

- Change disputing behaviour
- Resolve conflict
- Make realistic, workable agreements
- Maintain parity between the parties
- Treat people fairly



Mediation provides participants with the ability and support to:

- Communicate in a positive environment (speak *and* listen)
- Exchange feelings, ideas and perceptions individually with no fear of recrimination
- Negotiate each others wants and needs
- Participate fully in the making of decisions about their own lives whether that be personal life of employment

Mediation is:

- Constructive
- Informal
- A definite staged process
- Facilitated by an *impartial* person or persons
- Confidential
- Able to deal with a huge variety of issues
- Future-focused
- A voluntary process