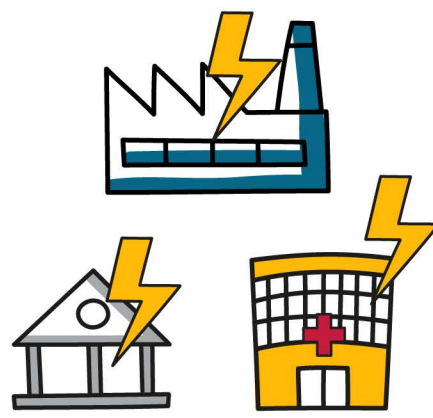




Workplace Mediation and Facilitation



How we can help you resolve conflicts in any workplace

Conflicts can arise between people and within groups all the time – professionally and interpersonally.

When these can't be easily resolved we can provide you with support.

Mediation is a confidential and voluntary process usually initiated by HR or a Manager in the workplace.

They get in touch to outline the issues and choose the best process to achieve the desired outcome.

Workplace Facilitation

This process supports parties with issues to have a difficult conversation.

Our mediator acts as an independent third-party who can assist you to reach a workable resolution – before the issues become conflict.



Let's look at the two processes

© 2024 kylie dunn *dinkylune.com

Step 1 – Make individual appointments

After talking to the referrer, we contact the parties to arrange individual appointments. We cater to two-person and group conflicts.

Step 2 – Explore situation in individual appointments

During the one-hour individual appointments:

- we explain the process
- each person raises concerns and issues
- each person discusses what they would like to achieve.

Step 3 – Mediated joint session(s)

The mediator arranges a two-hour joint session – you may need more than one. They lead the conversation so that each person can:

- raise their concerns and issues
- respond to the other's comments
- work together to develop a plan towards resolving the matter.

Workplace Mediation

Step 4 – Agreement

The mediator then drafts an agreement for all parties to sign. A copy also goes back to the referrer to close the loop.

All sessions can be face-to-face or online, as needed.

If there are issues or conflicts in your workplace affecting productivity, culture or wellbeing – get in touch to find out more about how we can support you to resolve them.



For more details visit www.positivesolutions.com.au