

Who are we?

Rowan Consultancy is involved in the support, training and development of people and organisations. We are a team of professional counsellors, trainers, and facilitators with experience in a variety of fields including education, management and caring professions.

As well as mediation, Rowan provides

- Individual and couples psychotherapy
- Employee counselling schemes
- Coaching
- Supervision
- Team facilitation
- Inhouse training workshops

Rowan Consultancy is on the COSCA register of recognised counselling organisation. www.cosca.org.uk

Our mediators are members of the Scottish Mediation Network and Rachel Weiss, our Head of Mediation, is a Scottish Mediation Registered Mediator. www.scottishmediation.org.uk

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people potential growth

Workplace Mediation

Definition

Mediation is a process whereby an impartial third party works with two or more people in conflict, enabling them to reach a mutually agreed, constructive resolution.

Principles of mediation

- Confidential
- Voluntary
- 'Solution/Agreement' focussed
- Disputants offer the solution themselves
- Mediator is impartial

When does mediation work?

Mediation is most likely to resolve a conflict when the parties:

- want a resolution
- are able to express themselves
- have the authority to implement their agreement

Benefits of mediation

- Reduce staff turnover
- Less costly than tribunals
- Less acrimonious and time-consuming than formal dispute resolutions
- Improved workplace morale
- Improved working relationships

How mediation works

Stage 1

The mediator has a one-to-one meeting with each individual to identify the main issue and prepare them for stage 2.

Stage 2

The mediator meets with both the individuals together. The aim of this meeting is to reach a mutually agreed resolution. We work hard to promote understanding on both sides and to help them realise that it is in the interests of all to come up with a workable solution.

We do not dwell on past events, but on behaviour patterns. By the end of the meeting, both parties sign an agreement on how they will behave in the future.

Stage 3

A few weeks later, the mediator meets with both parties to review progress. At this stage the agreement may need to be adjusted.

Examples of suitable issues

Conflicts about:

- working styles, roles, or responsibilities
- bullying, or abuses of power
- discrimination and harassment
- the management of change
- cultural differences