



Northern Frontiers Workplace Mediation 2021 Brochure

Phone, Videochat or Face-to-Face

Workplace Mediation is a voluntary dispute resolution process facilitated by an impartial mediator. It is an empowering and balanced discussion process in which everyone has a voice. The goal of workplace mediation is to bring people together to explore their issue in a structured way and brainstorm solutions. The Mediator acts as a process guide and sounding board for participants and has no investigative or decision-making power. Mediation calls for respectful communication and mutual commitment to resolving a dispute. Determining who is right or wrong is not a goal of mediation. The self-determining nature of decisions made in mediation tends to motivate people towards sustained compliance in a way that decisions imposed via formal disciplinary processes may not.



Feel the Power of Workplace Mediation . . .

Issues that may be resolved through Workplace Mediation

- Misunderstandings between individuals from all levels of the organisation
- Differing expectations due to values, beliefs and/or opinions
- Personality Differences
- Workload Distribution
- Organisational Communication
- Staff Selection or Recruitment Processes
- Work Performance
- Leadership Style
- Organisational Planning
- Role Distinction
- Organisational Change/Restructure
- Some Allegations of Abuse – Verbal/Emotional/Psychological/Threats of Physical Violence
- Training/Career Development Opportunities
- Burnout
- Working Conditions and Resources



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Humans are hard-wired for conflict... they're also equipped to resolve it peacefully...

At Northern Frontiers our nationally accredited Workplace Mediators use the power of conversation to connect people through active listening, increased awareness of each other's needs and joint problem-solving.

What are the benefits of Mediation?

- Mediation offers an informal, cost-effective way of settling disputes
- Participants are encouraged to take full responsibility for their actions.
- The focus is on how people interact as opposed to who is right or wrong
- The mediation process serves as a guide for improved problem-solving
- Conflict may be 'nipped in the bud' before it escalates
- Mediation offers an appealing alternative to formal disciplinary action
- Solutions are generated by participants which means people are more likely to take ownership and comply with any agreement made
- It's an empowering process
- Discussion is guided by the Mediator to ensure respectful, balanced communication between participants
- Workplace productivity can quickly be restored, relationships healed and work lives enriched
- Mediation offers a quick turnaround and reduces the likelihood of employees making an external complaint or taking legal action

Steps to Mediation

Step 1

Intake and Assessment – Mediator meets privately with the referee to determine whether the matter is appropriate for mediation.

Step 2

Mediator conducts an individual Intake and Assessment with each participant. The mediation process is outlined along with obligations of the Mediator and participants.

Step 3

Mediator advises referee whether it is appropriate to proceed to mediation. Mediator facilitates a meeting of disputants and invites them to share their views/concerns around the issue/s and brainstorm possible solutions.

Mediator acts as a sounding board for participants, offers suggestions and highlights areas of agreement or mutual benefit. The focus is restoring working relationships, moving forward in unity and resisting the temptation to lay blame or be right.

Step 4

A mutually acceptable solution may be identified and agreement reached.

Step 5

Mediator undertakes follow up as agreed with employer.