

# Northern Frontiers Services Workplace Mediation 2024 Brochure

Phone, Videochat or Face-to-Face

## What is Workplace Mediation?

Workplace Mediation is a voluntary dispute resolution process managed by an impartial mediator who is external to the organisation. It involves a balanced discussion process in which everyone has a voice. The goal of mediation is to bring people together to explore their issues and brainstorm solutions in a structured way. The Mediator acts as a process guide and sounding board for participants and has no investigative or decision-making power. Workplace Mediation calls for respectful communication and mutual commitment to resolving the dispute. Determining who is right or wrong is not a goal of mediation.

## Issues that may be appropriate for Workplace Mediation

Misunderstandings between individuals from all levels of the organisation

Organisational Planning

Differing expectations due to values, beliefs and / or opinions

Role Distinction

Personality Differences

Organisational Change / Restructure

Workload Distribution

Allegations of Abuse - Verbal / Emotional Psychological / Threats of Physical Violence

Staff Selection or Recruitment Processes

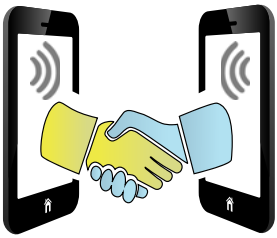
Training / Career Development

Work Performance

Burnout

Leadership Style

Working Conditions and Resources



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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.

The Mediator encourages participants to generate solutions which means people are more likely to take ownership and comply with any agreement made. Mediation can be used as part of a formal Performance Management process, with parties held accountable to the agreements they reach during a formal Workplace Mediation process. At any point of the mediation session, the Mediator reserves the right to cease mediation to ensure participant safety and wellbeing.

## 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

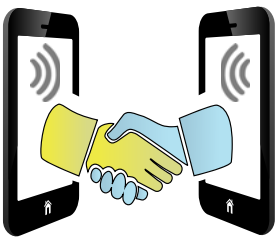
Mediator advises referee whether it is appropriate to proceed to mediation. Mediator facilitates a meeting of disputants and invites them to share their views/concerns around the issue/s and brainstorm possible solutions. Mediator acts as a sounding board for participants, offers suggestions and highlights 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.



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## What are the benefits of Workplace Mediation?

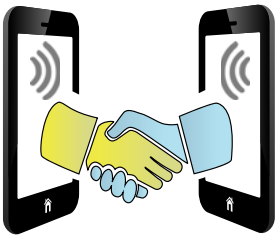
- Mediation offers an informal, cost-effective way of settling disputes
- Participants are encouraged to take full responsibility for their actions.
- The focus is on how people interact as opposed to who is right or wrong
- Conflict may be 'nipped in the bud' before it escalates
- Mediation offers an 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
- Discussion is guided by the Mediator to ensure respectful, balanced communication between participants
- Workplace productivity can quickly be restored
- Mediation offers a quick turnaround and reduces the likelihood of employees making an external complaint or taking legal action

## Essential Preconditions For Successful Workplace Mediation

- Participants are willing to talk and freely consent to mediation
- Issue/s raised do not involve serious allegations requiring legal action or a more formal process such as workplace investigation
- Participants are willing to and capable of freely articulating their concerns/needs/position
- There is no significant variance in the negotiating power of disputants
- Participants have the capacity and willingness to self-reflect and modify behaviours that are not conducive to resolution
- Participants are open to new possibilities or different ways of doing things
- The level of conflict is low-moderate – there is no risk to personal safety
- Participants agree to maintain confidentiality
- The organisation is prepared to provide ongoing support for any agreement made.

Workplace Mediation has long been used by people to resolve disputes. In more recent times it has enjoyed a resurgence of popularity and is viewed by many as the safe, gentle option for managing workplace conflict.

CALL:	1300 90 81 70
EMAIL:	reception@northernfrontiers.com.au
WEB:	www.northernfrontiers.com.au



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Northern Frontiers Workplace Mediation - Pricing Options			
Two Parties		Three Parties	
Service	Price	Service	Price
Company representative phone/videochat* Intake session	\$220.00	Company representative Intake session	\$220.00
Phone/videochat* Intake session - Party 1	\$220.00	Phone/videochat* Intake session - Party 1 (up to 70 minutes)	\$220.00
Phone/videochat* Intake session - Party 2 (up to 70 minutes)	\$220.00	Phone/videochat* Intake session - Party 2 (up to 70 minutes)	\$220.00
2 hour joint mediation session (\$180.00 per party per hour).	\$720.00	Phone/videochat* Intake session - Party 3 (up to 70 minutes)	\$200.00
Administrative time, including preparing Record of Agreement	\$180.00	2 hour joint mediation session (\$180.00 per party per hour)	\$1080.00
		Administrative time to prepare Record of Agreement	\$180.00
<b>Total cost</b>	<b>\$1,560.00</b>		<b>\$2,140.00</b>

\* **Terms of Service:** Intake sessions are only offered via phone or videochat. For videochat sessions we offer Zoom, MS Teams and FaceTime options. Intake sessions are up to 70mins in length. Joint mediation sessions can be held at your company's office, Northern Frontiers Mediation's office, or via phone or videochat. If attending an offsite location the travel time is charged at \$180.00 per hour. A refund does not apply for any unused joint mediation time.

*Feel the Power of Workplace Mediation . . .*



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