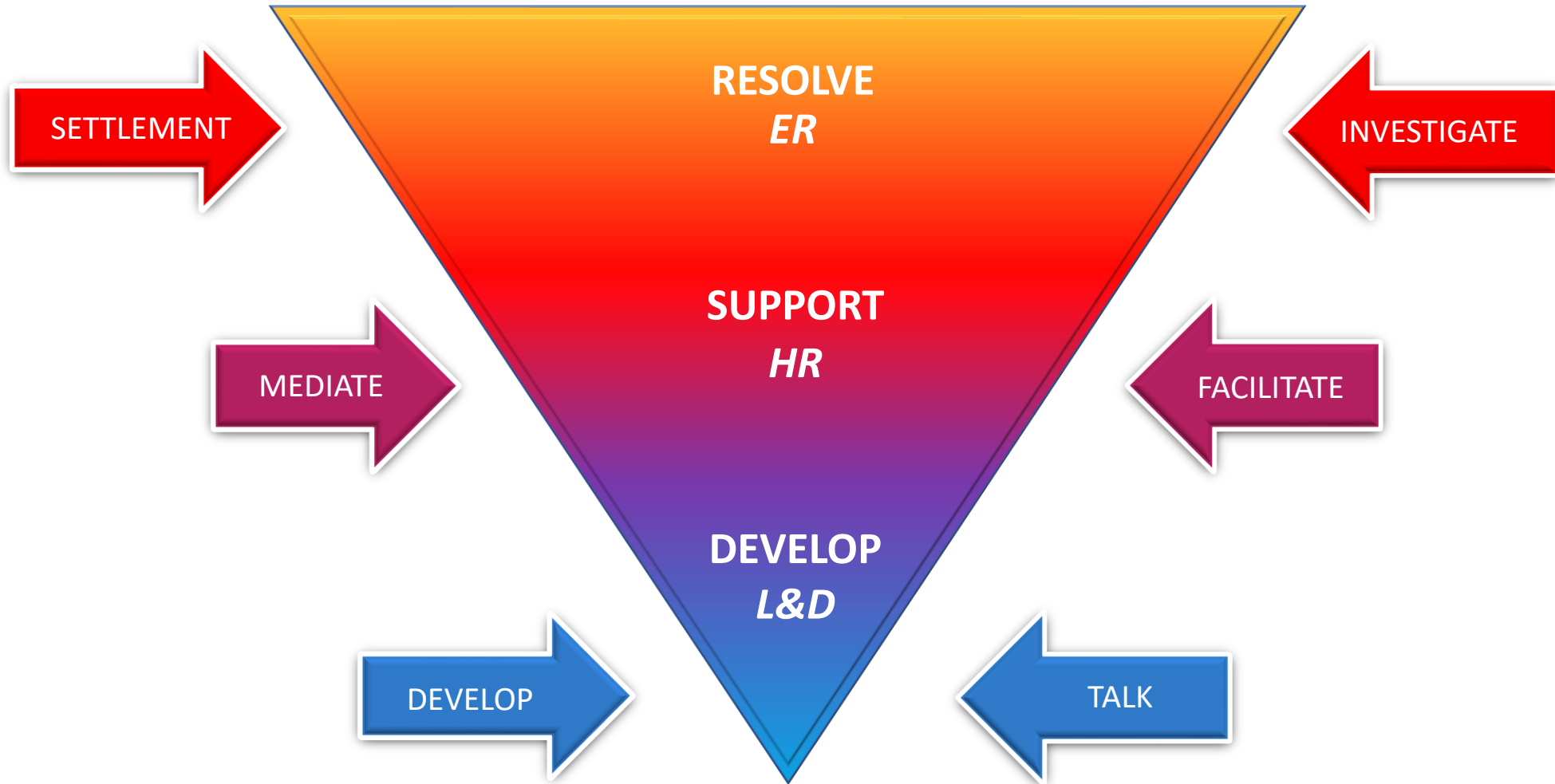


Introduction to Mediation

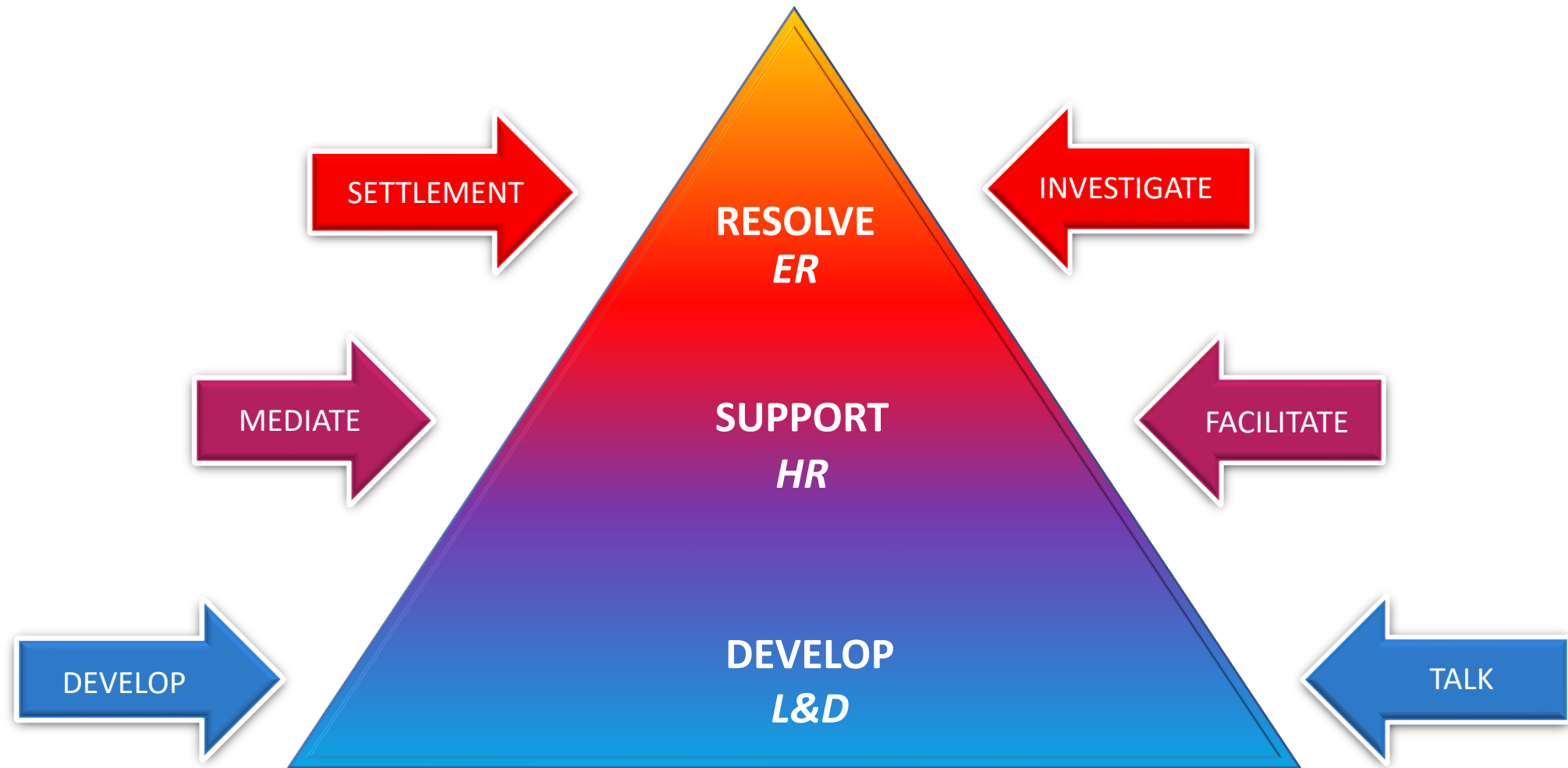
How Organisations Manage Conflict

2

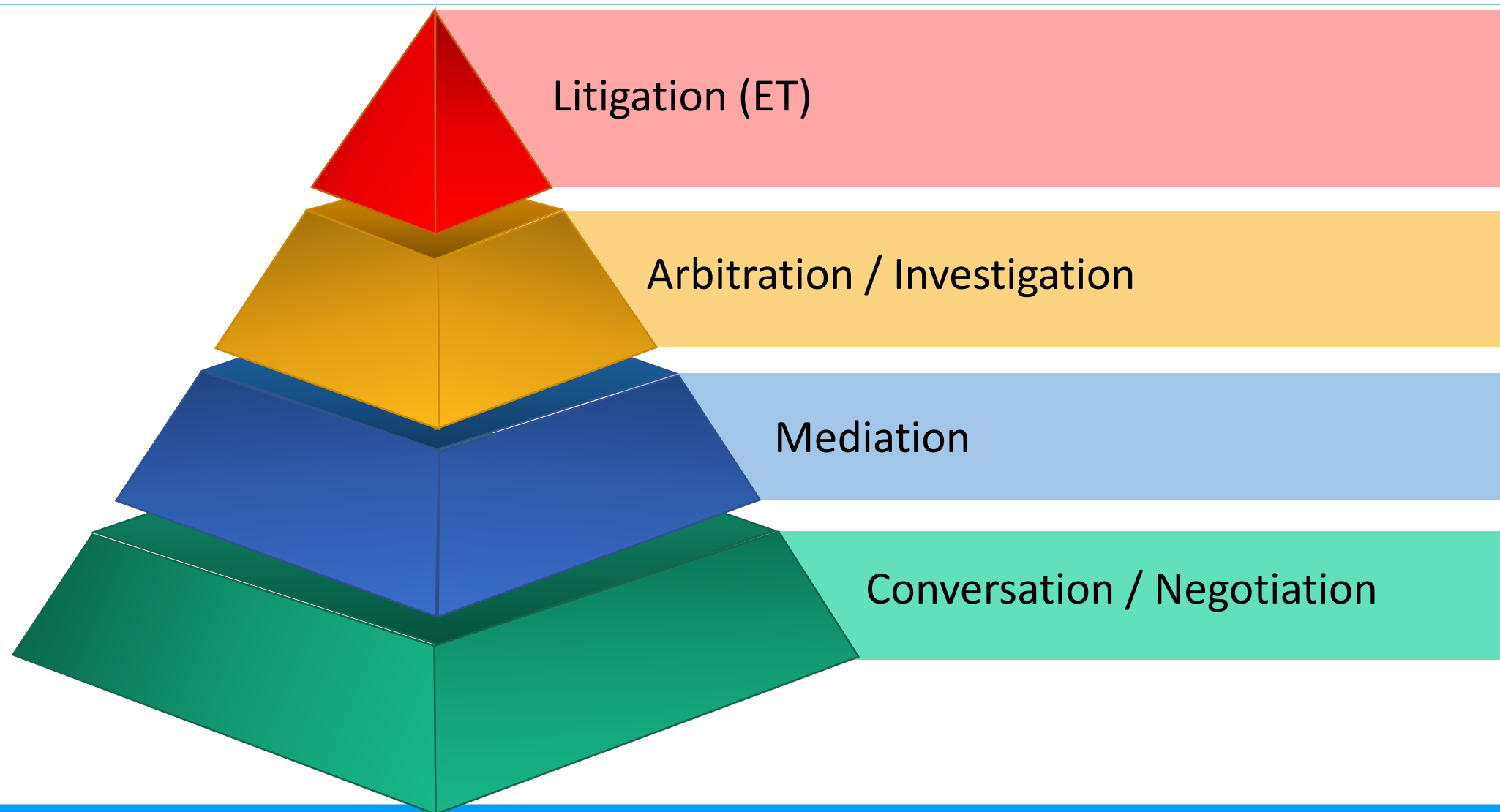


A Better Conflict Management Model

3



Dispute Resolution Processes



UK Data That Paints a Picture of Workplace Conflict¹

5

Cost of recruiting replacements

£14.9B

Annual resignations as
result of conflict

485,800

Reports of stress, anxiety & depression
as a result of conflict

56%

1. Saundry R, and Urwin P, (2021) 'Estimating the costs of workplace conflict', ACAS

UK Data That Paints a Picture of Workplace Conflict

6

Cost of lost productivity as
a result of presenteeism

£2.3 B

Days per year lost through
conflict related sickness

15 m

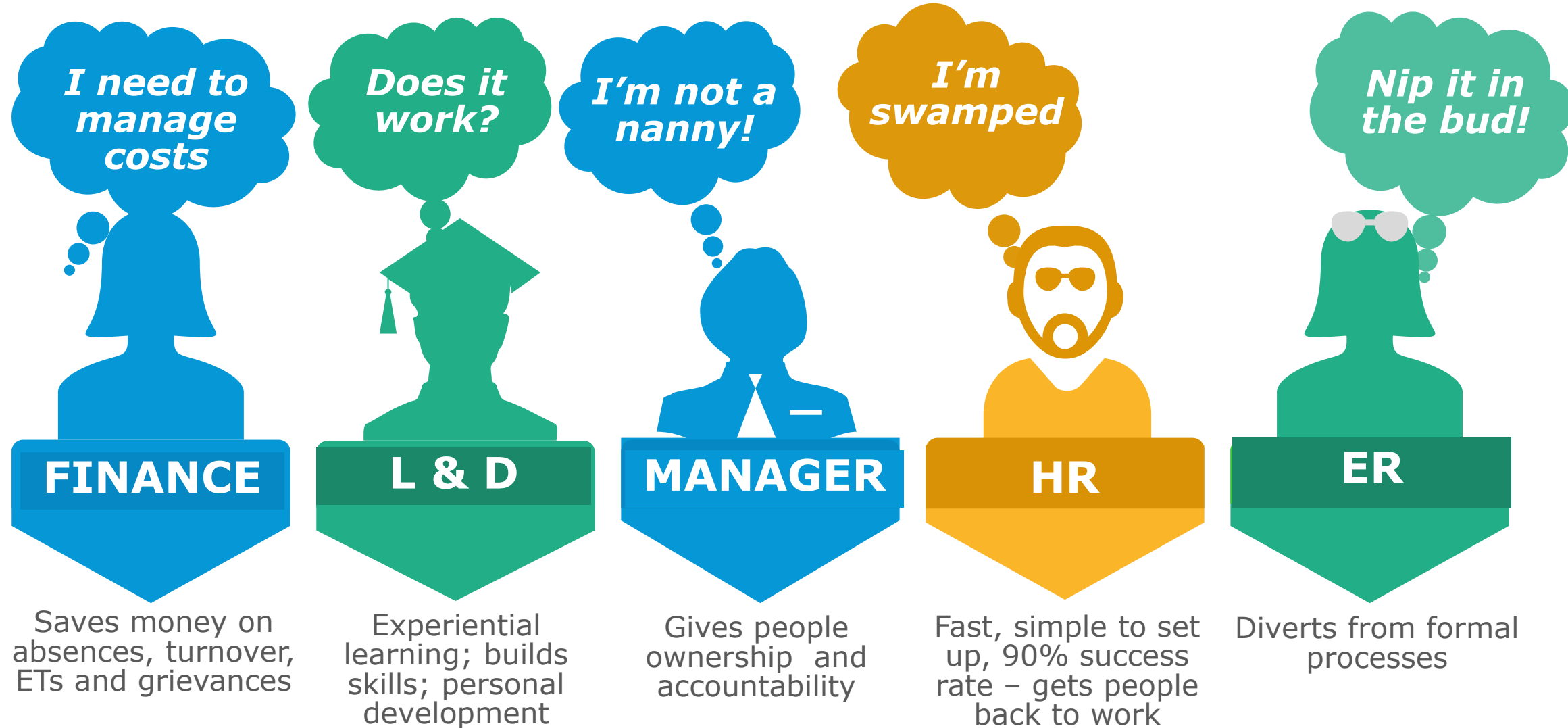
Total annual cost of conflict
to UK employers

£28.5 B



Organisational Benefits of Mediation

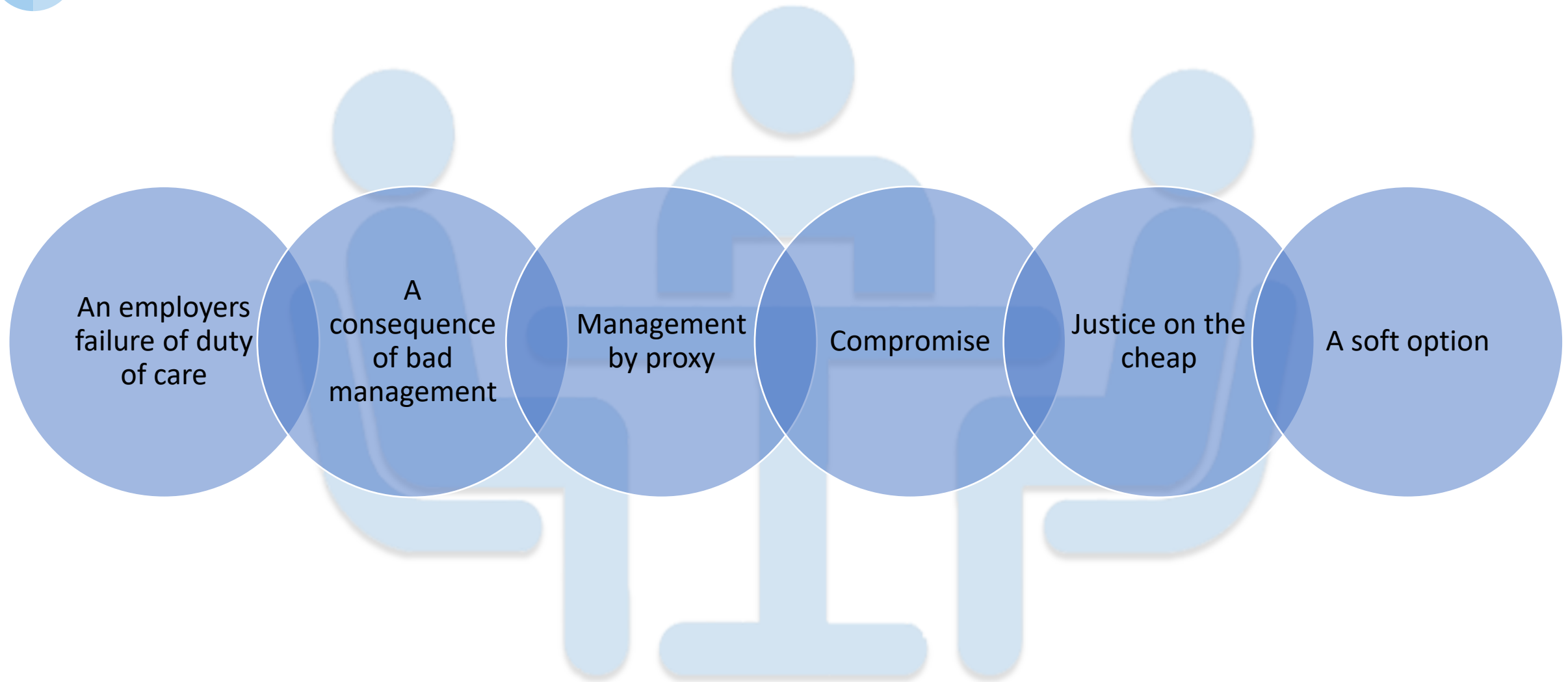
7





Mediation is a process in which an independent, impartial third party helps two or more people to have a conversation they have been unable to have effectively

What mediation is not



Cultural Norms

10





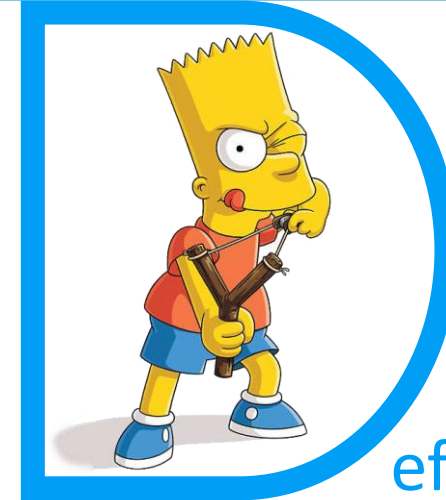
The 4 Ds of Conflict

12

Become...



distort the truth



be defensive



depersonalise

...the other person



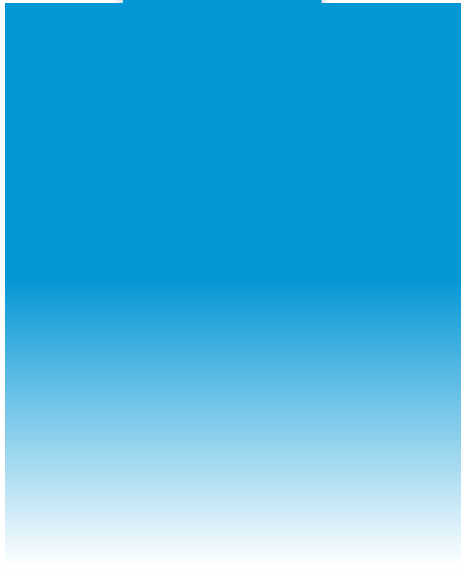
diminish

...other people

feel diminished

Voluntary

1



Impartial

2



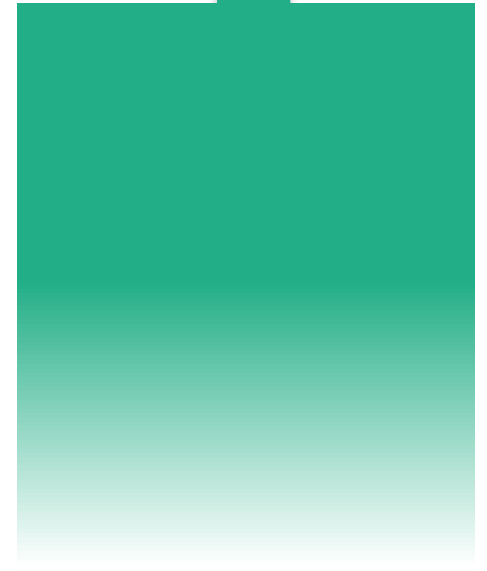
Confidential

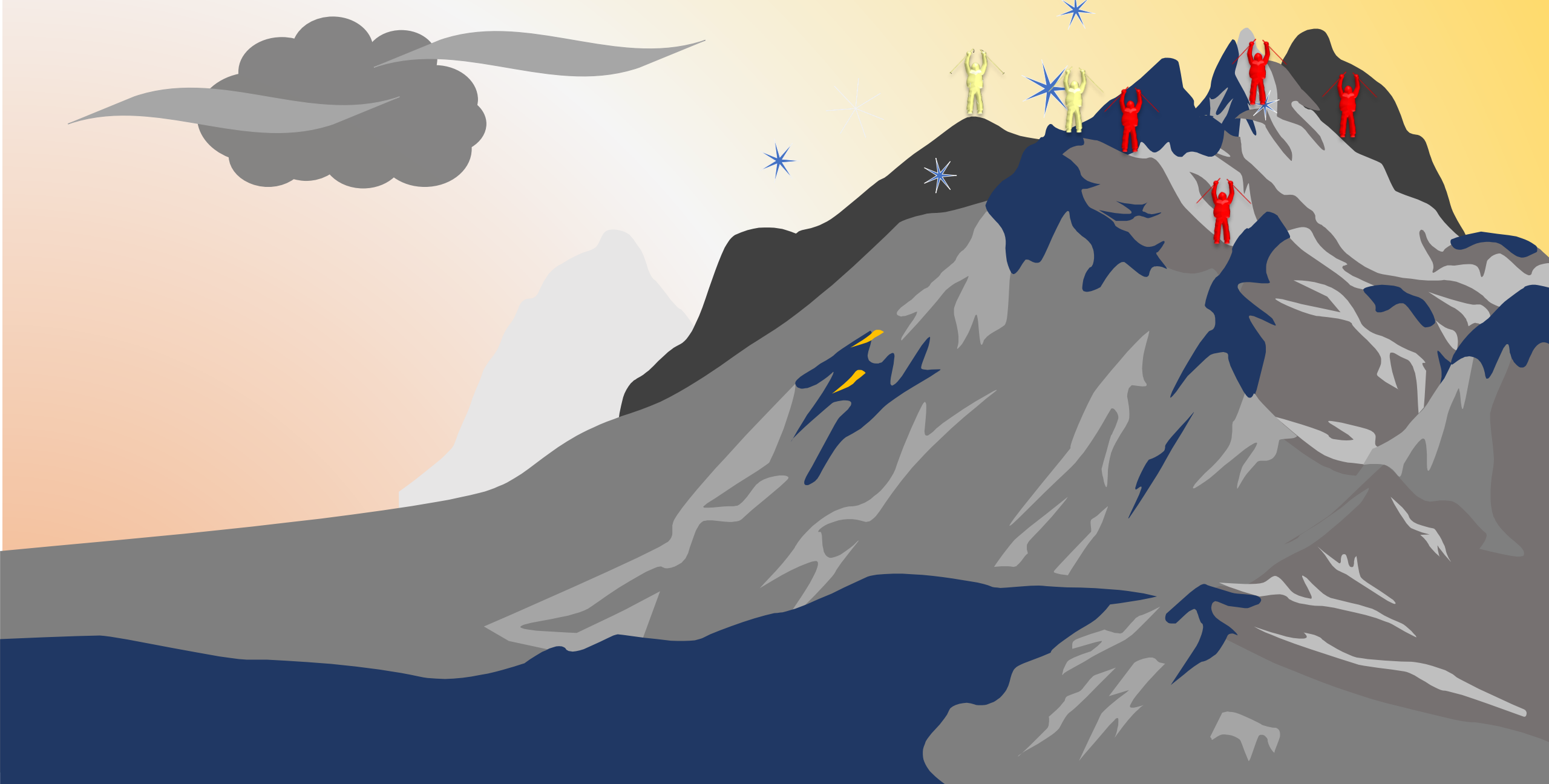
3



Self-Determining

4







CURIOSITY



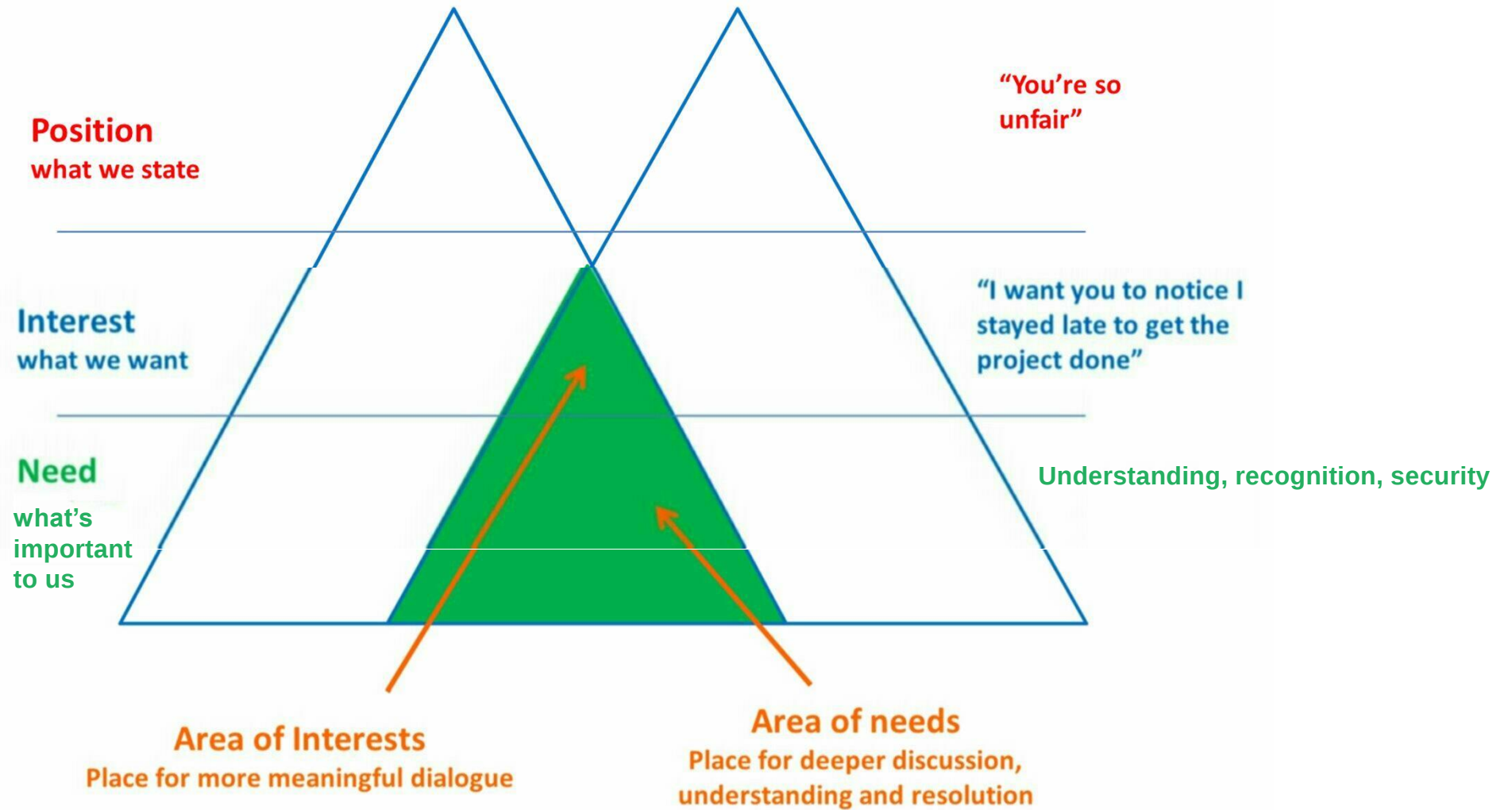
REFLECTIVE LISTENING



EMPATHY



Positions / Interests / Needs

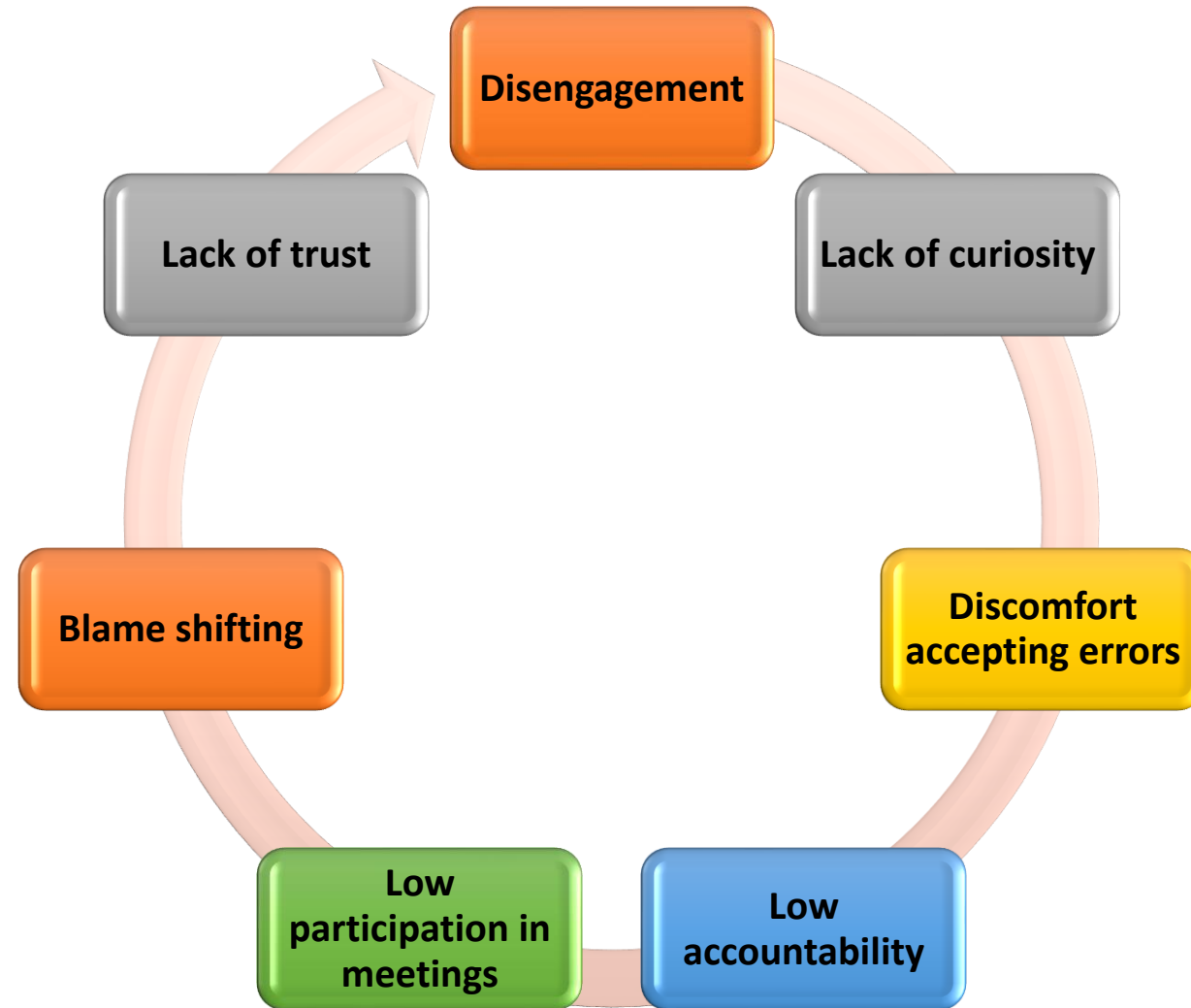




Psychological safety
is knowing
that articulating your
ideas, questions,
concerns or mistakes
will be constructively
received

Behavioural Consequences of lack of Psychological Safety

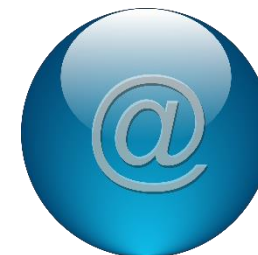
18



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