Mediation
Supporting staff to improve working relationships through facilitated conversation

Informal
Impartial
Voluntary
Confidential.
Promoting a respectful and collaborative workplace.

Mediation co-ordinator
Equality Policy Unit
11.60 EC Stoner Building
University of Leeds
LS2 9JT
Tel: 0113 343 7539
Email: mediation@leeds.ac.uk
https://equality.leeds.ac.uk/mediation/
How mediation works

Mediation enables people to improve their working relationships. Mediators help people to openly and honestly discuss the situation and come up with a way forward to suit all. Mediation focuses on the future and rebuilding relationships rather than apportioning blame.

Voluntary
If you find you are having difficulties with a working relationship, by contacting the mediation coordinator you can talk through the various support pathways, including mediation.

There is no obligation to participate in mediation and if you have been contacted because someone wants you to take part in mediation, it's up to you whether you accept or not. You can also decide at any point during the mediation process not to continue.

Confidential
Any conversations relating to mediation will be completely confidential including anything shared during mediation sessions, with the exception of a potential unlawful act or where there is evidence of serious risk to health and safety.

Impartial
Mediators are impartial and will not take sides.

When can it help
Mediation can be used at any stage, although can be more effective if taken up at an early stage, to help resolve:
- issues between colleagues
- issues between staff and a manager
- issues within teams

Mediation can be used to address a range of issues including:
- communication difficulties
- personality clashes
- breakdown of working relationships
- bullying and harassment

How do I access the service?
It can be accessed by individuals or groups:
- through the mediation coordinator (tel: 0113 34 37539 or email: mediation@leeds.ac.uk)
- through your line manager or supervisor
- through a Human Resources Manager
- through a trade union representative

Our mediators
- facilitate discussions in order to identify the issues and find a mutually agreeable way to move forward
- are professionally trained University staff members from all categories and grades

What happens
- mediation usually takes place over the course of one day
- each person will individually meet with two mediators who will work together to explain the process, talk through the situation and what they wish to get out of mediation
- The mediators will decide after the individual meeting of parties whether the case is suitable to take forward to a joint meeting
- The joint meeting will be managed by the mediators to ensure mutual respect and appropriate behaviour
- Each person is given uninterrupted time to put forward their issues
- The mediators help each person to think about what they want, what others might want and work towards an agreement for future working

After mediation
- Each person will be contacted by the mediation co-ordinator 6-7 weeks after meeting the mediators to check how things are progressing and request feedback which may be used to improve service provision whilst maintaining confidentiality
- Each person is given the opportunity to meet with the mediators again, if required
- By taking part in mediation you do not give up the right to access formal procedures or take further action