

## **Why Mediation Matters**

In these times of economic uncertainty, at least one certainty remains: workplace conflict is on the rise. More employees are feeling bullied in the workplace and Employment Tribunal (ET) claims have increased. Employers and employees continue to feel insecure and stifled by the looming threat of redundancies and cut backs. The effect of this is obvious: a less motivated workplace which impacts staff morale, decreasing productivity and the bottom line.

Yet rather than seeing these concerns as inevitable consequences of the current economic climate, it is possible to manage the harmful effects of workplace conflict through mediation.

Mediation offers employers and employees an informal way of having difficult conversations when tensions are high and insecurity is rife. There are **five** key reasons why mediation is an essential investment in these times of economic uncertainty:

- (1) **Substantial cost savings:** Mediation offers an inexpensive way of resolving workplace conflict. Internal or external mediation costs pale in comparison to those incurred in defending a claim at ET or losing a key member of staff.
- (2) **Fast and effective resolution:** Rather than wasting time and resources on formal processes and ET claims, mediation offers an efficient resolution to workplace conflict. Mediation generally takes no longer than one day and it has numerous benefits for the parties involved *and* the organisation.
- (3) **Staff engagement:** Research shows that staff engagement in workplace relations has a positive impact upon their levels of performance, motivation and loyalty. Training your staff in mediation skills will significantly add to the human capital of your organisation.
- (4) **Compliance with the ACAS Code of Practice:** The Code emphasises the importance of in-house and informal conflict resolution. Offering mediation to staff in conflict is a key issue in complying with the Code.
- (5) **Win/Win outcomes:** Mediation focuses on securing a mutually beneficial outcome for parties involved. Compare this with the win/lose or lose/lose outcome of formal processes and ETs.

To find out more about Consensio's mediation and training services, please contact us on 020 7831 0254 or email us: [info@consensiopartners.co.uk](mailto:info@consensiopartners.co.uk)