

Team Mediation Factsheet

Helping you prepare for team mediation



Workplace Mediation

Welcome to *Consensio's Team Mediation Factsheet*. This Factsheet has been developed to help you prepare for team mediation and to answer some of the questions that you may have.

What is team mediation?

Team mediation is a confidential, voluntary and informal process that helps you to talk issues through with your colleagues and an impartial mediator, in order to find a way forward. The mediator usually meets with everyone individually before facilitating the joint sessions.

What is the role of the mediator?

A mediator is an expert in helping people to communicate more effectively with one another. Mediators support everyone involved in the mediation process. They will not judge you, interrogate you or tell you what to do.

During the individual meeting, the mediator's role is to help you get clarity about your situation and what you want to achieve from the mediation process.

During the joint team meetings, the mediator will facilitate a conversation between you and your colleagues, help you explore the issues and find a way forward that works for everyone. Any agreement reached is determined and owned solely by parties to the mediation.

The Mediation Journey

Team mediation is an opportunity for you to reflect individually and to meet with your colleagues to share perspectives and jointly design a way forward (see the illustration opposite).

The Mediation Journey

Individual Reflection

- What's been going on from my perspective?
- What do I want to talk about with my team members?
- How can I best express myself to others?
- What would make this mediation successful?



Team Communication

- What do we need to tell one another and ask one another?
- What do we need, individually and as a team?
- How can we make things better from now on?
- How can we communicate better as a team?



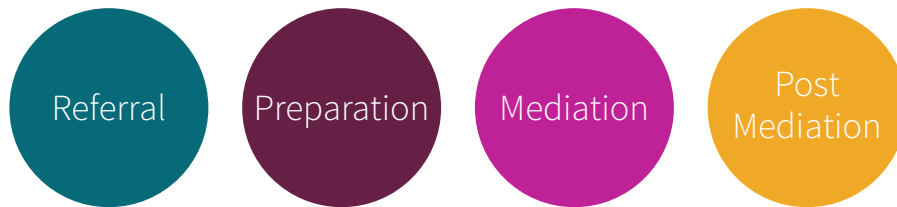
Individual Reflection

- What have I learnt from this mediation?
- What can I do differently from now on?



The Team Mediation Process

Team mediation is a flexible process that can be adapted to the specific needs of your team. It involves four stages:



1. Referral

Consensio will speak with the client referring a case for team mediation to assess whether it is suitable for mediation and to discuss expectations. Consensio will send the client a mediation referral form. Once completed, Consensio will allocate either one or two mediators to the case.

2. Preparation

Consensio will contact you and send you the following information:

1. A pre-mediation questionnaire, to help you prepare for mediation. You can take this questionnaire with you when you meet your mediator(s).
2. A mediation schedule, which outlines the timings for the mediation.
3. A confidentiality agreement, to be signed and given to the mediator(s) at the start of mediation.

3. Mediation

The Consensio mediator(s) will typically work with the team for at least two days. All meetings will be confidential.

Individual meetings

The mediator(s) will meet with you individually for about an hour. This meeting will give you an opportunity to reflect on what has brought you and the team to mediation, the impact the conflict has had on you and the team, and to think about what would help you and the team move forward.

Planning

After the individual sessions, your mediator(s) will decide how to structure the joint team meeting. It may be helpful to hold smaller group sessions or one-to-ones before bringing the whole team together.

Team meetings

The mediator(s) will facilitate a joint session with the whole team in a safe and confidential environment. Everyone will have the opportunity to air their views and the mediator(s) will help you to communicate constructively with each other. Many team mediations result in a written agreement, which captures what was agreed during mediation.

4. Post-mediation

After mediation, team members are encouraged to reflect privately on what they have learnt about themselves and each other. If needed, the mediator(s) can facilitate a follow-up session to see how things are going and check that the team agreement is still on track.



Mediation FAQ

Is mediation confidential?

Yes. Confidentiality is a key aspect of mediation. You will sign up to an agreement not to disclose any information discussed at mediation without the prior express permission of everyone involved. All mediation sessions are bound by this confidentiality. The mediator will not disclose any information discussed during mediation.

You and your colleagues may decide to develop a written agreement during mediation and share this document with a third party. All other hand-written notes made during mediation will be destroyed. The fact that you attended mediation is not recorded on your personnel file.

If asked by your organisation, do you have to attend mediation?

No. Mediation is a voluntary process. If you are unsure about attending mediation, please contact Consensio to speak with a mediator who will be able to answer your questions and address any concerns.

Where will the mediation take place?

Mediation will take place in a neutral and private venue. If you feel comfortable, mediation can take place within your workplace. Alternatively, an external venue will be used. There will usually be a number of different rooms available for the duration of mediation.

How long will mediation last?

This will depend on the size of the team. As a general rule, team mediation typically lasts at least two full days. This gives you time to get under the surface of the issues. Please be aware that there may be gaps between meetings to accommodate everyone's diaries and availability.

Why should I attend team mediation?

It can be useful to take part in a team mediation even if you feel you are not personally in conflict with anyone. As part of the team, you have probably been affected by the situation or can see the effect it is having on the people around you. Your perspective and hopes for the outcome of mediation will therefore be of value. It is also an opportunity for you to get to know your colleagues better and help shape the way you work together as a team.

How do I prepare for team mediation?

Consensio will send you a questionnaire before your mediation to help you think about your situation, what you want to achieve from the process, and what would help you to achieve that.

Who will be present at mediation?

The mediation will involve all team members who are willing to attend, and either one or two mediators.

I am nervous about the joint meeting. What will happen?

Consensio understands that the idea of a joint meeting can be stressful. It may involve listening to opinions very different from your own, and waiting patiently for the chance to express yours. The mediator's role in this meeting is to help you and your colleagues to have a different kind of conversation with each other. Mediation works because it helps people find practical solutions that feel fair to everyone. Mediation is less stressful and time-consuming than going through a formal process. In addition, mediation focuses on finding a collaborative way forward.

Who determines the outcome of mediation?

Everyone present at mediation has an equal opportunity to contribute and equal responsibility for the outcome. The mediator will treat everyone equally, irrespective of their role and place in the organisation's hierarchy.

What happens if we don't reach an agreement?

There is no obligation to reach an agreement. If you feel that mediation will not resolve your issues, you reserve the right to use other workplace measures or legal procedures. In legal terms, mediation is 'without prejudice'. Whether you reach an agreement or not, the mediation process will remain confidential. The mediator cannot be called upon to provide evidence at any subsequent proceedings.

Who are Consensio mediators?

Our mediation services are delivered by experienced and accredited workplace mediators who adhere to the *European Code of Conduct for Mediators*.

Who is Consensio?

Consensio is one of the UK's leading mediation and conflict management services providers and is registered with the *Civil Mediation Council*. We believe that conflict is best resolved through dialogue.

Our clients span the private, public and third sectors and include: the **BBC, British Gas, Bupa, Cancer Research UK, Channel 4 Television, Independent Office for Police Conduct, Lloyd's of London, London Gatwick Airport, Nespresso, Net-A-Porter, NHS Trusts, Ogilvy, Rank Group, Sony, Standard Life, Unicef, University of Cambridge, Virgin Trains, Westminster City Council, The White Company** and **WWF**. In 2012, Consensio was awarded the Government contract to set up two regional mediation pilots. We partnered with the **UK Department for Business, Innovation and Skills (BIS)** on this project.



For further information or enquiries to any of our services,
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