



## MEDIATION

Mediation is a confidential, voluntary discussion between people in dispute, managed by an independent mediator. It provides a way for people in conflict to resolve their differences and find an easier way to work together. Having a mediator helps both parties feel more safe, comfortable and empowered to discuss difficult issues. The mediator guides parties from understanding the conflict towards finding a resolution and agreement on how to move forward.

### My approach:

- The key focus of mediation is on the future and while it is important for each party to hear how their actions have impacted on the other person, the focus is on finding better ways to work together.
- My approach is to support the parties to reach an agreement. I do not tell you what to do and I do not advocate for either party.
- Each person is asked to listen to the other person, put forward proposals and negotiate a solution.
- To assist parties to be responsible for their behaviour and their working relationships

### Mediation is a two-stage process:

**Stage 1: Individual meetings** - The purpose of the individual meetings is to:

1. **Identify key concerns** - It is important to clarify what each person's main concerns are about the other person's behaviour and identify specific examples they are willing to discuss in mediation.
2. **Preparation for mediation** - To prepare each party for mediation by explaining the process and working through what proposals will be put forward during the mediation and to encourage openness to a range of options (to move away from 'all or nothing' thinking).
3. **Assess capacity and willingness** - Capacity and willingness depends on:
  - Level of comfort to put forward views to the other person.
  - Capacity and willingness to negotiate. Factors to consider include whether each person is willing to hear the other person's viewpoint, and is flexible about the possible outcomes and agreements that might be made.

## Stage 2: Mediation

There would usually be one or two mediation sessions, each for 1.5- 2 hours. The session is conducted in a private meeting room, away from the work area. The structure of the mediation session is as follows:

1. **Introduction** - I explain the process and help the parties set ground rules for the session.
2. **Setting Agenda** - I ask each party what they would like to discuss and help set an agenda.
3. **Proposals, negotiation** - For each agenda item, I ask each person to outline their main concerns (and impact) and support each party to negotiate proposals and solutions.
4. **Agreement** - If the parties reach an agreement this will be written up and signed. Even if there is no agreement, parties will at least have a better understanding of each other's perspectives.

Jill is an accredited Mediator and Member of the Victorian Association for Dispute Resolution.

For more information, contact Jill on -  
0412 992 882 or [jill@openroadconsulting.com.au](mailto:jill@openroadconsulting.com.au)

"I would definitely recommend Jill for workplace mediation. Jill's approach to mediation is kind and pragmatic. Her positive approach to conflict enabled the people involved to feel that there was real potential to move forward with their working relationship."

**Tenille Saffin HR Manager**

*"Jill is a great operator and I can highly recommend her services as a mediator and investigator in the workplace. She is diligent, professional and empathetic, and provides great insight, tools and advice to help resolve complex employee matters and grievances effectively."*

**Tim Forrester, People and Culture Business Partner, VicRoads**

*"Jill was fantastic to work with. She was calm, insightful and balanced in her approach. She navigated through a very delicate and tricky situation for our business. I would highly recommend her for mediation roles."*

**Simon Knott, Director, BKK Architects**