

## Who are we?

Rowan Consultancy is involved in the support, training and development of people and organisations. We are a team of professional counsellors, trainers, and facilitators with experience in a variety of fields including education, management and caring professions.

As well as mediation, Rowan provides

- Employee counselling services
- Critical Incident Debriefing
- Counselling for individual, couples, families and young people
- Coaching
- Supervision
- Team facilitation
- In-house training workshops

Rowan Consultancy is on the COSCA register of recognised counselling organisation. [www.cosca.org.uk](http://www.cosca.org.uk)

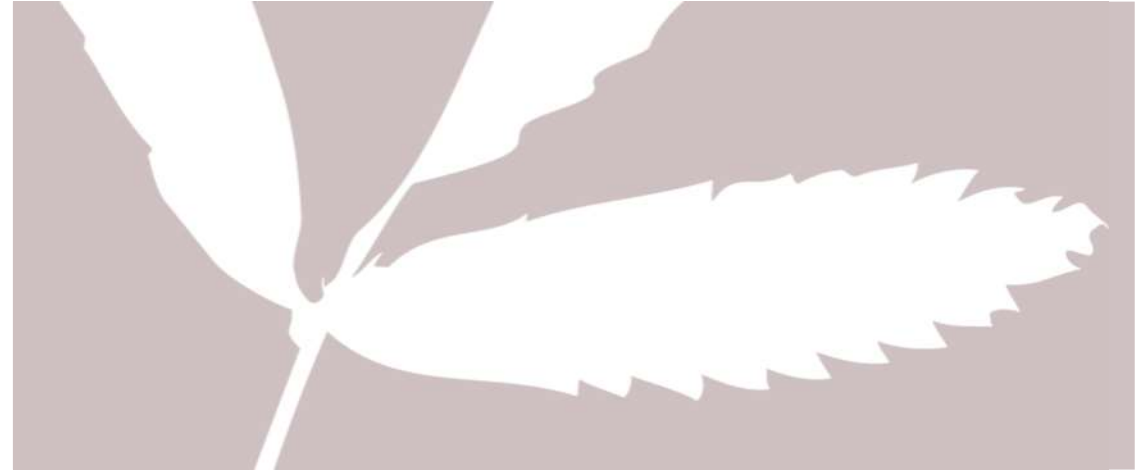
We are signatories to the Mediators Green Pledge which commits us to ensuring that we minimise the impact on the environment of every mediation we facilitate.

Our mediators are members of the Scottish Mediation Network and Rachel Weiss, our Head of Mediation, is a Scottish Mediation Registered Mediator. [www.scottishmediation.org.uk](http://www.scottishmediation.org.uk)



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# Workplace Mediation

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live better

## Definition

Mediation is a process whereby an impartial mediator works with two or more people in conflict, enabling them to reach a mutually agreed, constructive resolution to improve their working relationship.

## Principles of mediation

- Solution/Agreement focussed
- Participants offer the solutions, not the mediator
- Confidentiality
- Informed consent
- Mediator is impartial

## When does mediation work?

Mediation is most likely to resolve a conflict when the parties:

- want a resolution
- are able to express themselves
- have the authority to implement their agreement

## Benefits of mediation

- Reduce staff turnover
- Less costly than tribunals
- Less acrimonious and time-consuming than formal dispute resolutions
- Improved workplace morale
- Improved working relationships

## How mediation works

### Individual meetings

The mediator has a one-to-one meeting with each participant to identify the desired outcome, the main issues and to help them prepare for the joint meeting.

### Joint meeting

The mediator meets with the participants together. The aim is for the participants to generate agreements for how they will behave to improve their working relationship. We facilitate listening and understanding on both sides and help them create workable solutions to meet both their needs.

We do not dwell on past events, but on behaviour patterns. At the end of the meeting, the participants sign their agreements on how they will behave in future. This is witnessed by the Mediation Champion and Sponsor.

### Follow-up meeting

The Mediation Champion meets with the participants regularly to support them in reviewing their agreements together. About 6 weeks after the joint meeting, the mediator meets with the participants to review progress. At this stage the agreement may need to be adjusted.

## Examples of suitable issues

Conflicts about:

- working styles, roles, or responsibilities
- bullying, or abuses of power
- discrimination and harassment
- the management of change
- cultural differences