

Workplace mediation

What you need to know

A brief guide for employees, leaders, human resources professionals, and counsel

What Workplace Mediation Is

A structured, neutral process in which the people at the center of a workplace conflict work toward a resolution they shape themselves. The mediator does not decide who is right, impose discipline, investigate a claim, or represent any participant.

We help the people involved understand the issues, hear how the conflict is affecting the workplace, test possible ways forward, and decide what can change.

What To Expect

Voluntary. Mediation works because participants choose to take part.

Who attends. The employees directly involved. Leaders, HR, or counsel may help define scope and logistics.

Length. Most sessions are booked for a half-day or a full day, depending on complexity.

Confidentiality. Depends on the setting, applicable law, and the mediation agreement. The boundaries are explained before substantive discussion begins.

Neutral. The mediator gives no legal advice and represents no one. The outcome belongs to the participants.

Outcomes. A specific agreement, a changed way of working together, or a clearer understanding between the people involved. No one is pressured into an agreement.

How The Process Works

The organization arranges the mediation and confirms each participant is taking part voluntarily.

We explain the process, the mediator's role, and the confidentiality terms that apply.

Where useful, we speak briefly with each participant before the joint session.

In the session, we set the structure, identify the issues, and help participants explore practical options.

Afterward, we help clarify agreed actions, open questions, ownership, and what will be documented.

How To Prepare

No documents or formal position are needed. It helps to think about what the conflict has been like, what you would need to see change, and what a workable way forward might look like.

How You Will Be Treated

Whatever your role in the conflict, you will be treated with respect, professionalism, and understanding throughout, and you will have a real opportunity to be heard.

Getting Started

Send a general inquiry with your contact information and the general nature of the matter. Do not include names or dispute details at that stage. We respond quickly and explain the next step.