

Frequently asked questions

Do I have to agree to mediation?

No, mediation is voluntary. However, many organisations are now investing in trained mediators because the process is so successful at helping to resolve disagreements. It can help to reduce the stress and upset caused by such a situation and allow you to get on with your life.

Where would mediation take place?

Normally the sessions would take place in the hospital, but in a confidential room where you will not be interrupted. The mediator will book a comfortable room that is away from your usual working environment.

What if I don't want to be in the same room as the other person?

The mediator will not force you to meet the other person until you are ready. During the meeting, the mediator will agree rules with both sides as to how everyone will behave. If the other party does something to make you feel uncomfortable, the mediator will deal with it straight away.

Can I bring a representative?

Mediation is most successful when those involved work directly with the mediator and not through a representative. Experience shows that you are the best person to explain how you feel. Having other parties in the room could jeopardise the confidential nature of the process and undermine the benefits. If you have real concerns about this, please do not hesitate to talk to the mediator at the individual meeting.

Mediation Service Contact Details

bfwh.mediation.service@nhs.net

Or if you wish to speak with someone
contact

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NHS

**Blackpool Teaching
Hospitals**

NHS Foundation Trust



Conflict at Work?

**Why don't you try the
Mediation Scheme?**

What is mediation?

Mediation is a process used to help improve working relationships. It is about listening to both sides of a dispute and trying to come up with a solution, through negotiation, which will be acceptable to all. It recognises that all disputes are capable of resolution no matter how long standing.

Mediation is voluntary and completely confidential. It is entirely independent from any HR processes (i.e. no records are kept on your file), and the content of any mediation discussions are not disclosed to HR or any other third party.

The mediation process brings people together in the presence of an independent, impartial, skilled, third party representative whose role is to help individuals agree their own constructive solutions. A mediated agreement also signals a fresh start!

About our mediation service

The Trust has a team of accredited mediators who have been professionally trained. The mediators come from a wide range of roles from across the Trust and the service is open to all staff.

The mediation service will:

- Provide an opportunity to resolve conflicts or issues in an informal setting
- Allow all parties to speak confidentially in a safe and secure environment
- Encourage mutual understanding to improve working relations in the future
- Focus on achieving a satisfactory solution for all

What next and what can I expect?

Once a request is received, the mediation service co-ordinator will link you up with a mediator who is not known to either party. The mediation service co-ordinator will then set up individual meetings to explore the issue/s causing conflict, assessing the effects and explore what each individual wants from mediation. When everyone is ready, a joint meeting will take place where each person will have the opportunity to explain their concerns to one another. These discussions will take place in a confidential environment controlled by the accredited mediator.

The mediator works with both parties to help clear the air, listen to everyone's issues, clarify underlying feelings and encourage a mutual understanding. The mediator will not provide the solutions; it is within the control of both parties to reach agreement, looking to and focusing on the future of their working relationship.

What are the values and principles of mediation?

Our mediators are committed to ensuring the mediation service is credible, therefore, we have some clear principles which underpin this informal yet structured process. These are:

- **impartiality**
- **confidentiality**
- **independence**
- **equality of opportunity**
- **participation**
- **collaboration**
- **non-discrimination**
- **being non-judgemental**



How do I decide whether mediation is appropriate for me?

Referrals for mediation can be made through several routes:

- Self referral
- Line manager
- HR representative/HR manager
- Staff Side Representative
- Recommendations from an investigation/enquiry

Whichever route you come through, you will meet the mediator who will guide you through the process, answering any questions you may have.

If after that meeting you decide mediation is not for you, you are under no obligation to continue. It is entirely voluntary.

Benefits of mediation

- Improves communication and working relationships
- Can provide solutions
- Reduces levels of stress within working relationships
- You can enter into mediation early in a dispute or after a formal process
- Can be organised in a timely manner
- Working relationships are preserved and often improved

“Everything that irritates us about others can lead us to an understanding of ourselves.”

Carl Jung