

Mediation works towards long-term solutions for the disputing parties. If there is an ongoing relationship between the parties, mediation can help the parties to plan how they will engage into the future.

Practising MII Mediators have a high standard of training and accreditation. All Mediators in receipt of a current MII Practising Certificate have been subject to skills assessment and are bound by the MII Code of Ethics and Practice ([www.themii.ie/code-of-ethics.jsp](http://www.themii.ie/code-of-ethics.jsp)). They are required to have appropriate professional indemnity insurance in place, to engage in ongoing, annual continuing professional development (CPD) in mediation and are subject to independent regulation.

**The disputing parties control the content and the outcome of the mediation.**

**If mediation doesn't provide a satisfactory outcome for you, all of your other options for dispute resolution remain open.**

## HOW DO I FIND THE RIGHT MEDIATOR?

For a listing of available MII accredited Mediators and access to their profiles, go to [www.themii.ie](http://www.themii.ie). You may search by location or speciality (e.g. Workplace, Elder, Family, Agriculture etc.)

The profile outlines the Mediator's specific qualifications, training and experience so that you can choose the Mediator most suited to your situation. If you have any queries or require further information please contact The Mediators' Institute of Ireland.

## THE MEDIATORS' INSTITUTE OF IRELAND

The Mediators' Institute of Ireland (The MII) is the professional institute for Mediators in Ireland and accredits Mediators and mediation training.

Established in 1992, the mission of the MII is to promote the use of quality mediation by ensuring the highest standards of education, training and professional practice.

The MII is a not-for-profit organisation.

Registered Charity CHY16996.



The Mediators' Institute of Ireland

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## The Mediators' Institute of Ireland

THE PROFESSIONAL ASSOCIATION FOR MEDIATORS



## WORKPLACE MEDIATION

PROMOTING A MORE EFFECTIVE AND LESS COSTLY WAY TO RESOLVE WORKPLACE DISPUTES



## WHAT IS WORKPLACE MEDIATION?

Mediation is a voluntary process of conflict prevention and resolution that allows the parties in dispute the opportunity to address and resolve their issues in a confidential and private environment.

In workplace mediation, an independent, neutral Mediator assists the parties to come to agreement through a collaborative process. The Mediator's role is non-judgmental and non-directive. The Mediator is neither judge nor arbitrator and does not adjudicate or give decisions on the rights or wrongs of the actions of the parties. The Mediator helps the parties to identify their issues and needs and to explore how those needs can be addressed.

Mediation is effective:

- In conflict prevention and management
- In single-issue and multi-issue disputes
- In two-people or multi-party conflicts
- For developing innovative and sustainable solutions when parties are willing but stuck
- As a preventive intervention early in a conflict
- As a last-ditch effort to avoid further costly and public litigation

Mediation is a collaborative process that improves communication, addresses outstanding issues, defuses emotions and highlights areas of agreement.

Research shows that over 80% of mediated cases are successfully resolved at the mediation or shortly after.

## HOW DOES IT WORK?

Mediation provides a confidential and safe environment for the parties to air their issues and concerns and to hear the issues and concerns of the other party. The content of the mediation is confidential to the parties and the Mediator and can only be shared with a third party with the express permission of all parties, or where required by law.

The parties and the Mediator agree to the terms of the mediation at the outset of the mediation. The format of the mediation process may vary depending on the Mediator and the type of dispute. Sometimes there are pre-mediation meetings between the Mediator and each of the principal parties. Depending on the model of mediation, the parties may spend most of the joint-session in the same room or may only spend a short period of time in the same room with the Mediator acting as the go-between.

Whatever the model of mediation, any agreement from the mediation must be mutually acceptable to all parties and is generally binding unless otherwise agreed by the parties.

## TYPES OF SITUATIONS SUITABLE FOR WORKPLACE MEDIATION

The inherent flexibility of the mediation process allows for a range of applications from two-party conflicts to complex, multi-party and multi-issue disputes. Mediation may be used as a **preventative intervention** to address issues or concerns that, left unresolved, may escalate into a more serious dispute or as a **remedial intervention**, where a dispute has arisen or a formal process initiated.

Type of situations suitable for mediation include:

- Interpersonal disputes
- Performance issues
- Allegations of bullying and harassment
- Difficulties arising from organisational change
- Intercultural issues
- Issues with the employer

## WHAT ARE THE SAFEGUARDS?

MII approved Mediators are trained in conflict resolution skills and techniques. They provide a safe, confidential environment and have the expertise needed to give people the best possible opportunity to resolve their difficulties.

Mediation allows for creative outcomes that would not be available through the narrower remit of investigation or litigation.

