

acas working
for everyone

**Individual
Mediation**

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Agenda



What is mediation



Research



When, Who, What



When not to mediate?



How mediation can help



Thank you

Workplace Individual Mediation

What is it?



A definition of mediation:



“A confidential (and voluntary) process in which a neutral person helps people in dispute to explore and understand their differences so that they can find their own solutions.”

Definition by CEDR – Centre for Effective Dispute Resolution

“Mediation helps those in dispute communicate about the issues of concern to them, and helps participants find solutions that are acceptable to everybody involved”

Definition by Civil Mediation Council

Mediation

- Is a form of conflict resolution



- **Key findings by Professor Richard Saundry, University of Sheffield Management School and Professor Peter Urwin, the Centre for Employment Research, University of Westminster. Published May 21** [Estimating the costs of workplace conflict | Acas](#)
- 9.7 million experienced conflict
- nearly half a million resigned as a result of conflict
- £11.9 billion from resignations
- £10.5 billion from disciplinary dismissals
- £2.2 billion from sickness absences
- workplace conflict costs UK employers £28.5bn every year, an average of just over £1,000 for every employee.

Is mediation appropriate?

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When?



Is mediation appropriate?

Who?



Is mediation appropriate?

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What?



When individual mediation may not be appropriate

- Right or Wrong



- Ongoing internal processes



- No will



- A legally binding agreement is needed



How mediation can help



- Confidential
- Quick and cost effective
- Control and empowerment
- Improved relationships
- Flexible
- Reputation
- A safe space

Thank you for listening

Please visit our website for more information:

[How Acas can help - Acas mediation support - Acas](#)

