



MEDIATION REQUEST

(To be completed by Division Director/Supervisor, then faxed to EAP)

Please fill in all areas completely. _____
(Date)

Division: _____

Program: _____ Dept. _____

Background of dispute/issues:

I have informed the participants of the roles and responsibilities of participants and mediators by giving them a copy of "Information about the Mediation Process" and "Tips for Successful Mediation Participation" and how to contact EAP for further information. ____yes ____no

MEDIATION REQUEST (TWO-PARTY DISPUTE)

FIRST PARTICIPANT:

Name: _____

Division/Working Title: _____ Work Phone: _____

WORKING RELATIONSHIP TO THE SECOND PARTICIPANT:

- ____ Supervises the other party
- ____ Supervised by the other party
- ____ Does not supervise the other party directly, but is in the other party's chain of command
- ____ Co-worker

SECOND PARTICIPANT:

Name: _____

Division/Working Title: _____ Work Phone: _____

WHO REFERRED THE PARTICIPANTS TO MEDIATION?

- ____ Self
- ____ Supervisor
- ____ HR Staff Member
- ____ other (specify)

The participants are choosing mediation:

- _____ as early intervention (there is no plan at this time to file a grievance)
- _____ in lieu of initiating a grievance at this time and putting the grievance on hold until mediation is concluded
- _____ after the conclusion of a grievance process

PROVIDE AT LEAST FIVE DATES, MUTUALLY AGREED UPON BY THE PARTIES, FOR THE MEDIATION SESSION (mediation sessions typically last 3-8 hours): **NOTE: THE DATES SHOULD BEGIN NO SOONER THAN 5 WORKDAYS FROM THE DATE REQUEST FORM IS SENT TO EAP.**

**MEDIATION REQUEST
(GROUP DISPUTE)**

BACKGROUND:

Number of employees in work group: _____

Type of work performed: _____

Length of time issues have existed: _____

Avenues management has pursued to resolve issues:

PARTICIPANTS:

(name & title)	(name & title)
(name & title)	(name & title)
(name & title)	(name & title)
(name & title)	(name & title)
(name & title)	(name & title)

(use back of this page if more space is needed)

READINESS FOR MEDIATION:

Is the department staff committed to provide the time and support needed to complete the process?

___yes ___no

Has management informed the participants of the request for group mediation? ___yes ___no

If so, what was the response? _____

CONFLICT RESOLUTION BASICS TOOL-WORKING IT OUT TOGETHER

Conflicts Happen

Conflicts are a normal part of life. How we deal with these conflicts can make a big difference. Often when people resolve conflicts, one person ends up a winner, and one loses out. This may solve the problem for a moment, but resentments and bad feelings can cause more problems later.

Everybody Can Win

Another way to look at conflict is to try to find a WIN-WIN solution, in which both sides can benefit. In this way, conflicts are turned into opportunities to grow and make things better than before. The approach is the cornerstone of “conflict resolution” – one of the most important tools for bringing peace into our personal lives, our communities and to our world.

CONFLICT RESOLUTION BASICS

1. Attack the problem not the person

- a. Define the problem
- b. Explore each person’s perception of the problem
- c. Try to understand and respect each point of view without judging
- d. Use good communication skills including, *LISTENING, SUMMARIZING AND CLARIFYING*.

2. Concentrate on interests, not positions

- a. The position is the outcome you are interested in getting
- b. The interest is why you want that outcome
- c. Interests that are involved in conflicts are usually related to our basic needs. When we focus on interests instead of positions we can start to find solutions.

3. Come up with options in which both sides win (win-win options)

4. Cooperate together to solve the problem fairly

- a. A fair solution respects the interest of both sides

Conflict/Resolution Meeting Process

1. Set a meeting time for everyone involved.
2. Have all parties involved bringing copies of specific issues that need to be addressed.
3. Be clear and precise with list of issues
4. Use “I” statements when talking about issues. Examples: When you do or say this. I feel.....and when I feel this way.....This is how I react.
5. What is my part in resolving these issues?
6. Listen, be open-minded and be willing to communicate what it is you are willing to do to resolve the issue.
7. Notes: _____

PROBLEM SOLVING TERMS AND TOOLS

COMMUNICATION

Conflicts are often caused by problems in communication. One person may have misunderstood what the other person has said. Or the other person may not have said what they meant to say. Sometimes when we're angry we don't hear what the other person is saying. Sometimes when there is a conflict, people do not tell each other, which cause even more conflict. Good communication skills are in important part of resolving conflicts.

LISTENING

It's important to listen carefully. Your "body talk" sends a message that you are listening. Keeping eye contact, leaning closer, nodding your head when you understand a particular point, and ignoring distractions that are going on around you are some of the ways to send the right body message.

SUMMARIZE

When a person is finished expressing a thought, summarize the facts and emotions behind what they have said so that they know you have understood what they've said and how they feel.

CLARIFY

Ask questions to clarify or make clearer different parts of the problem to make sure that you fully understand the other person's perspective.

GOOD SPEAKING SKILLS

When you speak, try to send a clear message, with a specific purpose, and with respect to the listener. Speak about how you are affected by the problem.

COMMUNICATION SIDE TRACKERS

Don't interrupt, criticize, or laugh at the person, offer advice or bring up your own experiences, or change the subject.

WIN-WIN OPTIONS

An idea or suggestion in which both sides can benefit is called a Win-Win option. The idea should help both sides.

BRAINSTORMING

The first step in problem solving is to come up with as many ideas as possible. This is called brainstorming. During this process, any idea that comes to mind should be expressed and written down. Don't judge whether the ideas are good or bad, or even discuss the ideas. Just try to come up with as many solutions as possible.

FIND A FAIR SOLUTION

Then go through the ideas using fair criteria to see which idea might be best. Using fair criteria means to judge each idea with both people's interests in mind. Try to use reason and not emotion to judge an idea, and with respect to each person's difference in perception.

WAYS TO PRACTICE CONFLICT RESOLUTION

NEGOTIATION

Negotiation is a communication process in which people try to work their conflicts in a peaceful way using conflict resolution techniques.

MEDIATION

Sometimes when people want to work out a conflict they just can't seem to agree on a way to work it out. They may want another person to help them solve their problem. A mediator is a person who helps two sides to work out their problems peacefully. The mediator helps those in conflict to focus on the problem at hand and not blame the other person, to understand and respect each other's



views, to communicate their feelings and what each is really saying, and to cooperate together in solving the problem. Mediators are peacemakers

GROUP PROBLEM SOLVING

Problems can also be worked out together in a group. Often group problem solvers sit in a circle, so that all members are equal. The same conflict resolution principles are used: they focus on the problem not on assigning blame to any person; they take turns sharing their point of view, and listening (without interrupting) to all of the other points of view; all members must show respect and not criticize other members or their ideas.