

Workplace Mediation in 4 Steps

1

A workplace mediation begins when a manager, supervisor, HR professional or other decision maker, contacts Linda Gryczan of Mediation Works. We discuss the conflict and determine that I'm not friends with any team members.

2

After signing a contract, Linda will have a private and confidential phone call with each party involved, where she will:

- ✓ Identify the issues, asking each person to turn any complaints into behavioral requests.
- ✓ Urge co-workers and managers to ask for what they want in a way others can hear.
- ✓ spotlight unhelpful behaviors and guide the parties in learning more effective strategies.

3

Facilitate one or more meetings.

- ✓ Everyone puts their requests on the table. Others are free to say, "Yes," "No," or "I'll think about it." If "No," he or she is asked to offer an alternate proposal.
- ✓ Discuss different interpretations of events. Try to gain a common understanding or just learn there is more than one perspective.
- ✓ Learn strengths of different communication styles and work with the resulting natural tension.
- ✓ Make agreements about who will do what by when.
- ✓ Develop a communication plan for every day and when conversations go sideways.

4

Because we humans change slowly, agree on a future check in schedule, say, in one, three, and six months. If things are going well, great. If not, assist the parties to renew agreements or make other changes.

"You kept things moving...and were able to create an environment where some really contentious issues could be raised without fear."

Participant in a workplace mediation

"Linda doesn't flinch when a hardball is thrown."

Helena, Non-Profit Executive Director

Contact Linda Gryczan of Mediation Works [here](#)