

Mediation for Teams and Groups

Using mediation to strengthen working relationships

Getting Teams and Groups Back on Track

EVEN THE HIGHEST FUNCTIONING TEAMS CAN OCCASIONALLY SUFFER A DIP IN PERFORMANCE. TEAM MEDIATION CAN REALLY PICK THINGS UP AGAIN.

Team mediation resolves conflict, restores better team functioning, and ultimately gets the team ready to perform fully.

Our mediators work with your team or group to help them negotiate their own preferred way to get back on track, using an approach based on:

- Impartiality - we support all parties equally and show no bias
- Confidentiality - participants can all speak freely with everything discussed remaining private
- A Future Focus - working on improving the team relationship improving and strengthening the team's relationships for the future, rather than dwelling on the past.

Our mediators will aim to help all sides to communicate better, to understand one another's concerns, and to come up with creative solutions to help resolve their dispute.



Team mediation as a process is:

- Restorative - Working towards restoring trust in the team
- Transformative - Improving internal relationships to help the team to function better
- Facilitative - Finding ways that the team can agree to move forwards together

"I can see how elements of mediation could be applied on a regular basis with different HR situations."

- M.B, HR Officer.
Sport England

What happens during Team & Group mediation:

1. We talk with the referrer to agree whether the situation lends itself to mediation. If we think team mediation is not the right approach, we will help you to decide what else to do.
2. We meet with each party privately, to allow them to give their own account of the team's situation
3. We hold a joint mediation session with everyone involved or if the situation requires it, we will run some smaller sessions as a build-up to a whole-group session.
4. We produce a mediation summary in accordance with all parties' wishes. This will be in the form of a Statement of Understanding or a Mediation Agreement, will be written jointly by the parties with our help
5. We follow up after a period of around five weeks
6. We evaluate the process to check that you have achieved all that you intended for the team

Teams and groups often work well, but occasionally need some external support to be able to give of their best. Let us apply team mediation to help your teams excel.

"It will be of great value to me in my role. Mediation is being pushed more within the business as an informal method of resolving disputes."

- Stephen Hopkins, HR Advisor.
Mouchel

"I am analysing my own strengths/weaknesses. Would hope to use these skills in dispute resolutions"

- Diane Jackson, Monetary Appeals Reviewer.
Islington Council

Please get in touch in confidence. We would be glad to assist

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