



Workplace Mediation

All organisations experience conflict from time to time. This can be highly disruptive and costly and it can be helpful at times to use alternatives to formal processes.

Through workplace mediation, we bring people together to talk through their issues with one of our impartial, accredited mediators. We always look to help you remedy situations, get everyone back on track and support them find the best outcomes.

How Can Mediation Help You?

Flexibility

Mediation can be used at any stage, including part way through formal processes, to pause the ongoing process, or as an alternative to formal processes. We would advise that the earlier the intervention the better.

Impartial Support

Our mediators are professional and impartial, encouraging all involved to be open and honest throughout the process.

Cost Effective

Most workplace mediations can be completed in a day.

Our Workplace Mediation Process

Pre-Assessment Consultation

We offer a free telephone or video consultation to discuss your workplace dispute and check whether mediation is the most appropriate course. This usually includes a brief discussion about the background, checking the parties are agreeable to the idea of mediation, and any logistics (including potential dates).

Mediation Preparations

As we prepare for your mediation, we would have an initial separate discussion with those involved to ensure they are willing to participate, clear as to what is involved and what to expect. We are on hand to provide reassurance to those involved in the process and answer any questions.

The Mediation Session

Usually held over a full day which can be conducted online or in person. The day will concentrate on sharing perspectives, listening and identifying any agreed next steps. In certain circumstances, such as group mediation, more than one day may be required.

Follow Up

A follow up confidential consultation will be provided within 1-3 months of the mediation concluding. The timing of this will be agreed with the parties involved and set out within any mediation agreement reached.

Mediation works well for many scenarios, however some situations do require a formal approach such as bullying allegations, which we are also experienced in supporting.

Contact us at enquiries@narrowquayhr.co.uk to talk to one of our accredited mediators for a free conversation as to how we can help you use mediation and what is involved.



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Meet Our Team

What Others Say...

"It was a constructive and positive experience working with the Narrow Quay team. We were provided with expert contextual advice and the professional, fully-engaged service helped us resolve a number of complex HR issues, aiding whole School strategic development. Highly recommended."

Education Sector Client



@NarrowQuayHR