

## Mediation: An Informal Way to Resolve Conflict in Your Workplace

When conflict arises between people in your agency, you can contact Ohio's Workplace Mediation Program (WMP) for help. This statewide program provides employees with a fast, free, confidential way to informally resolve workplace conflict.

The WMP provides all state employees with an additional forum to resolve workplace conflicts. It is voluntary, and is not intended to replace or to modify the current dispute resolution procedures introduced through collective bargaining and/or other employee plans.

### Mediation is Confidential

Information shared during a mediation is confidential and will not be disclosed unless the mediator(s) and all parties agree to disclosure.



## What is Mediation?

“Mediation” is a process in which a mediator facilitates communication and negotiation between parties to assist them in reaching a voluntary agreement regarding their dispute (ORC 2710.01).

Using an informal, but structured process the mediator, helps disputing parties work through and resolve problems. The mediator does not give legal advice and does not decide how the dispute should be resolved. Instead, the mediator guides the parties through a process where the issues are discussed, options for resolving the problem are generated, and mutually acceptable solutions for an agreement are considered. The parties control how the problem will be resolved.

*Mediators are trained state employees. They are not employees from your department!*

Mediation offers each party to a dispute an:

- Opportunity to be heard;
- Opportunity to develop new ways of dealing with a problem;
- Opportunity to create their own solution;
- Opportunity to save time, expense and emotional distress of living with unresolved conflict in the workplace.

## What Happens in a Mediation?

Any state employee can request mediation. Once a request has been made, mediators are assigned to contact all parties to schedule the mediation session.

The mediation process begins with an introduction during which the mediators will ask the parties to agree to some basic ground rules (e.g., only one person speaks at a time, both parties act in good faith, no name calling or shouting, etc.).

- Each party is given a full opportunity to be heard and to share his/her perspective on the situation at hand.
- The mediator summarizes this information and assists the parties in (1) defining the issues in the dispute, (2) generating options for resolution of the dispute, and (3) selecting a mutually agreeable solution and drafting a possible agreement.
- Because mediation is a voluntary process, any party may withdraw from the process at any time. Appropriate notice to the mediator and other parties is necessary. Participation in a mediation session does not affect an employee's right to file a formal complaint or grievance.

Collective bargaining disputes will not be handled by this program.

## Mediation: It's Your Solution DVD

QuickTime™ and a  
Flash® Player are required to see this picture.

These two, professionally produced segments introduce the seven-stage mediation process through two simulated mediations. Both can be used as a basic introduction to the seven-stage mediation process, as well as to discuss the role of the mediator using a single and co-mediation approach.

“Mediation: It’s Your Solution” provides a concise overview of the seven-stage mediation approach to address workplace conflict. (28 minutes)

“Mediation: A Demonstration for Review and Analysis” illustrates the use of the seven-stage mediation process using a single mediator to address a landlord-tenant dispute. (33 minutes).

DVD order form is available at:

<http://disputeresolution.ohio.gov/wmp.htm>

*The Workplace Mediation Program is a labor-management partnership. Mediators are state employees trained in mediation.*



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# The Ohio Workplace Mediation Program



*Resolving  
Conflicts  
Together*

The Ohio Commission on Dispute  
Resolution and Conflict Management

[www.DisputeResolution.Ohio.Gov](http://www.DisputeResolution.Ohio.Gov)