



Mediation in action

Checklist for success

- Before you do anything! Find out if your organisation has a mediation service. If it does, talk to them before you begin any mediation process and see what help and advice they can offer.
- Find out who the local providers of mediation services are in your area. Get their contact information and talk to them about what they do and how quickly they can work with you should you need their support.
- Remember there is usually something we can do about a situation. Where relationships are difficult or have even broken down it may still be possible to help resolve things without resorting to a formal route.
- Be proactive. Problems tend not to go away if ignored, they often get worse. If you see something that needs to be attended to address it quickly and appropriately.
- Talk to the person/people about what you have observed. Listen to the situation from their perspective. Decide with them if they would like to work with you to resolve their problem.
- Use CUDSA –this will help you to move through the mediation process thoroughly and hopefully reach a positive way forward.
- If you feel you need help in mediating talk to someone who can help – this might be your mediation service if you have one, local mediation services, HR department.