STARBUCK ACADEMY · GROW · FREE TASTER

Workplace Mediation Practitioner

Free taster

Is this a case for mediation? The first idea and tool from the programme, so you can tell when mediation is the right route and when something else is needed.

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What workplace mediation is, and what it is not

Workplace mediation is a voluntary, confidential process in which an impartial mediator helps two or more people talk safely, understand each other and agree their own way forward. Most UK workplace mediations follow the same pattern: a separate meeting with each person, then a joint meeting.

THE FOUR PRINCIPLES

Voluntary

Nobody is forced to take part, and anyone can stop at any time.

Confidential

What is said stays in the room, within clear limits explained up front.

Impartial

The mediator takes no sides and gives no verdicts.

Party led

The people in conflict agree their own way forward.

MEDIATION IS NOT

Process	What happens	How mediation differs
Grievance	The organisation looks at a complaint and decides	The people involved find their own resolution
Investigation	Evidence is gathered and findings are made	Nothing is gathered for anyone else and there are no findings
Coaching	Work with one person on their goals	The mediator holds the space for two or more people
Arbitration	A third party makes a binding decision	The mediator never decides

Early is better. Mediation works best before a disagreement hardens into a formal dispute, while people can still talk to each other.

YOUR FREE TOOL ABOUT 15 MINUTES

Mediation or something else?

Use this quick decision guide when a disagreement is brought to you. Work down the questions in order. One clear ‘no’ or ‘stop’ means mediation is not the right route yet.

1. Is it mainly about a working relationship, communication or how people work together? If no, consider another route.
2. Is there an allegation of bullying, harassment, discrimination or serious misconduct that needs formal investigation? If yes, stop: the person must be able to choose the formal route.
3. Is it about pay, contracts or dismissal? If yes, this belongs with HR or a formal process.
4. Are both people willing, and able to take part freely? If no, do not proceed.
5. Is there any fear, threat or risk of harm? If yes, stop and follow your organisation’s procedures.

PRACTISE IT: SIX SITUATIONS

#	Situation	Mediation	Something else	Why?
1	Two colleagues have stopped speaking after a row over holiday cover			
2	An employee says their manager makes repeated comments about their religion and wants it investigated			
3	Two departments keep missing hand over deadlines and blame each other			
4	An employee disputes how their bonus was calculated			
5	A team member returns after a grievance and wants to rebuild the relationship			
6	A manager wants mediation to gather evidence against an employee			

Answers: 1 Mediation. 2 Formal investigation. 3 Mediation, and look at the process too. 4 HR or a grievance. 5 Mediation, after the formal process. 6 Not mediation: the purpose is not genuine.

INSIDE THE FULL PROGRAMME 12 LESSONS · 10 ESTIMATED LEARNING HOURS

Where the programme goes next

Follow one mediation, Priya and Mark, from first referral to signed agreement, and learn what to do, what to say and why it works.

01 What workplace mediation is, and what it is not. Mediation or Something Else?.

02 Why conflict happens. Conflict Mapping Tool.

03 The mediator's role, principles and ethics. My Mediator Principles.

04 Is this case right for mediation?. Suitability Checklist.

05 The separate meetings. Separate Meeting Planner.

06 Setting up the joint meeting. Joint Meeting Preparation Plan.

07 Opening the joint meeting and uninterrupted time. Opening Statement Template.

08 The mediator's core skills. Reframing Practice Card.

09 Exploring the issues. Mediator's Question Bank.

10 From options to agreement. Mediation Agreement Template.

11 Emotion, power and deadlock. Hard Moments Response Cards.

12 After the meeting and your practice as a mediator. Follow Up and Development Plan.

READY FOR THE FULL PROGRAMME?

Twelve short video lessons, the Mediator’s Toolkit of 12 tools, a full workbook, the programme presentation, a knowledge check after every lesson, a final assessment, a certificate of completion and 12 months’ access.

£99 per person, per year, inc. VAT

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