

RESPECTFUL WORKPLACE PROGRAM MEDIATION INFORMATION

What is RWP Mediation?

In the workplace, RWP mediation is a flexible process that can be used to settle disputes of an interpersonal nature, based upon the following:

- well-established process that allows all parties involved to share their views without judgment or interruption and reach an agreement when necessary and desired;
- voluntary process that depends on the will and readiness of the parties;
- confidential process in which content of discussions is shared only with consent of parties; and
- safe process which is facilitated by a trained, independent and neutral third party mediator.

What is the Role of the RWP Coordinator/Mediator?

The RWP Coordinator/Mediator is responsible to assess the parties' readiness for resolution and the appropriateness of mediation as an avenue of resolve and includes the following:

- clarifying roles, expectations and timeframes with the referral source;
- ensuring that the referral source has gained genuine interest from all parties to the dispute to engage in this process prior to referring the case to RWP;
- ensuring that all disputants are making informed choices to enter into the resolution process;
- setting parameters for and facilitating a constructive process for the parties to safely and respectfully discuss their concerns;
- maintaining a high level of confidentiality and not releasing specific details of the content of disputant discussions without consent from parties and/or as per the mediation contract; and
- releasing procedural information as needed to the referral source, i.e. how many meetings, when they occurred and other details regarding the status of the mediation process.

What are the Steps to Initiate a Referral?

- ensure that supervisors and/or managers, Human Resources and union representatives (where applicable) are aware of and agree with the decision to invite an RWP Coordinator/Mediator into the situation;
- ensure that all parties in the dispute are open to mediation and willing to explore the process further with an RWP Coordinator/Mediator;
- consider whether you need a written agreement shared after the mediation or a verbal agreement between the parties; and
- contact an RWP Coordinator/Mediator directly to discuss the case, determine availability and initiate the assessment for mediation.

What is the Process of RWP Assessment for Mediation?

- once the referral is made, the RWP Coordinator/Mediator will do a further assessment for resolution including clarity of the process, willingness to engage, strength of emotion, goals and interests and also whether there is a presence of common ground;
- through the assessment, the RWP Coordinator/Mediator will also negotiate comfortable timeframes for both parties, generally the higher the emotion, the longer the time frame;
- once readiness is established, the RWP Coordinator/Mediator will prepare the parties for mediation including reviewing and determining agreement to the “terms of mediation” contract. The RWP Coordinator/Mediator will ensure that all parties are able and prepared to attempt to resolve the matter informally and in good faith;
- individual discussions called pre-mediation meetings will be held between all parties and the RWP Coordinator/Mediator prior to a potential face to face mediation meeting; and
- individual coaching support is typically set up for all RWP resolution processes as an added support to the individuals and the process.

When is RWP Mediation Not Appropriate?

- the managers and/or Human Resources are not informed of and/or do not consent to the request for the RWP resolution process;
- one party intends to use the mediation to escalate the dispute, i.e. to threaten, to gather information and/or to look good in front of another party;
- according to the RWP Coordinator/Mediator’s judgment, the main problem is not appropriate for a mediated process;
- after reviewing the options available and the outcome the clients are seeking, mediation is not the appropriate intervention;
- a significant power imbalance makes open dialogue and/or fair agreement unlikely;
- key parties are unwilling to participate fully and/or sign the pre-mediation agreement and conditions;
- there are underlying psychological issues at play; and
- the RWP Coordinator/Mediator feels mediation is being used or substituted for the proper exercise of authority.

What are Mediation Readiness Considerations?

- Are the parties emotionally ready and able to engage in a useful conversation?
- Do all parties respect the process they are entering?
- Are all parties entering of their own free will and open to the process?
- Is mediation the appropriate avenue for the dispute?

What are the Forms of Dispute Resolution?

- dyadic mediation;
- group mediation;
- co-facilitated processes;
- dyadic or group shuttle mediation/resolution;
- facilitated discussions; and
- virtual mediation via telephone or lync.

For further information, please contact an RWP Coordinator:

729-2290 (Local)

1-888-729-2290 (Toll Free)