BENEFITS of MEDIATION

❖ Private and confidential
❖ Voluntary
❖ Participants have ownership of the process
❖ Opportunity for better results
❖ Quick resolutions
❖ Decreased stress and disruptions in the workplace
❖ Improved skills and relationships
❖ Creative solutions to the problems

CONFIDENTIALITY
Because the goal of mediation is to empower the participants to share information openly and honestly without fear of embarrassment or retaliation, the sessions are confidential. Information shared during mediation will not be disclosed unless the mediators and the participants agree to disclosure. The mediators will destroy notes developed for and during the mediation process except for any final written agreement that may be reached among the participants.

To LEARN MORE about MEDIATION or to request a mediation session

Email: mediation@jhu.edu
or visit: http://mediation.jhu.edu
Do you have communication problems with your supervisor or a coworker? Are you having disagreements with your employee over how things should be done or who should do what? Is your work style and personality incompatible with those of your supervisor or a co-worker? Are you frustrated because when you have something important to say no one listens and you feel ignored? Are you involved in any workplace conflict that you just cannot resolve on your own?

**MEDIATION MAY BE A GOOD OPTION FOR YOU IF:**

- You want to help decide the outcome.
- You want to improve your working relationship with a co-worker or supervisor.
- You are willing to work toward a solution.
- You are willing to listen to the other’s point of view.

**EXAMPLES OF ISSUES FOR MEDIATION:**

- Communication problems
- Personality clashes
- Dispute with coworkers
- Conflict with supervisors
- …and much more!

### KNOW the ROLES

**What is the Mediator’s Role?**

The role of the mediator is a facilitator of the communication process. The University has developed a pool of trained mediators from its on-campus staff who are neutral and unbiased with no stake in the outcome of the mediation process. They will:

- Listen as you explain the topics of the conflict.
- Ask questions to help you and the other person clarify and understand topics.
- Remain impartial.
- Guide you through a process to develop solutions.
- Assist you in writing up an agreement that works for everyone involved.
- Maintain confidentiality of the mediation session.

The mediators will not take sides, assess blame, or tell you what to do. *The mediator does not decide the outcome or impose a decision on the participants.*

**What is the Participant’s Role?**

The participants must be voluntary participants, be sincerely interested in resolving their differences, have a certain trust in the mediation process, and be willing to talk openly and honestly about their concerns and issues. For mediation to be effective, participants must listen and be respectful for the success of the process. These discussions may become the basis of a resolution.

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**LEARN MORE AT HTTP://MEDIATION.JHU.EDU**

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**Getting STARTED!**

1. Visit our website at [http://mediation.jhu.edu](http://mediation.jhu.edu) or send an email to [mediation@jhu.edu](mailto:mediation@jhu.edu) for a list of Unit Based Workplace Mediation Coordinators.

2. Contact a Unit Based Workplace Mediation Coordinator to learn more about mediation or request a session.

3. The Unit Based Workplace Mediation Coordinator assesses the interest and willingness of the parties to participate in mediation and forwards the mediation request to the Workplace Mediation Team Leader.

4. The Workplace Mediation Team Leader contacts the participants and arranges the mediation at a time and location convenient to everyone.

5. Mediations are scheduled for three hours in a private and neutral location.

**How long is a mediation session?**

While there is no time limit on the length of the mediation process, sessions typically last 2-3 hours.