

When a workplace relationship breaks down there can be ongoing challenges with communicating and working collaboratively together. If problems are not addressed this often impacts on others in the team, increases lost productive work time, psychological distress and anxiety and increases sick leave and workers compensation claims.

Mediation and alternative dispute resolution has become one of the most positive, effective and preferred methods of resolving complaints, grievances and conflict in the work place. Assisting you to rebuild or maintain a positive work environment, we assist you and your team to not only resolve the conflict or communication breakdown, we also assist you to develop a professional service package that may include assisting your staff to develop skills and knowledge on a range of topics that can increase communication flows and healthy workplace relationships. We can facilitate a process to assist parties to understand what motivations and needs they both have and how to rebuild the relationship with the other party.

Amovita Consulting can work with you to resolve the conflict through our 12-step mediation model that has proven to be very effective in bringing parties to a positive understanding in the need for change. We also use other approaches such as the model of change, work with parties to understand the beliefs they hold that may be impacting on the resolution of the issues and therefore contributing to the breakdown.

#### **Pre-Mediation and Assessment Meetings**

The mediation process commences through preliminary discussions with all parties and a pre-mediation meeting with the individual parties who will participate in the mediation. Both parties complete a pre-mediation questionnaire that assists the mediator to understand what the main issues are.

#### **Mediation Sessions**

Once the pre-mediation process has been completed, both parties are invited to mediate. This is a voluntary process and both parties have to agree to mediate. The mediation will only be conducted where both parties agree they are attending the mediation free of duress and in good faith with a view to resolving the issues. A mediation session usually takes approximately 4 hours. Where required a follow up mediation can be arranged or a review of the agreement after a nominated period of time.

#### **Mediation Agreement**

An agreement if reached by the end of the mediation process will be drawn up with both parties present. The agreement can be formalised by a prepared report of which both parties then sign. A review of the agreement can be arranged by agreement.

#### **Benefits of Engaging Amovita for Your Mediation**

- You may choose to have one or two mediators
- The mediators are impartial and objective in the process
- Our mediators are fully accredited and professional trained in mediation
- We can provide mediation in your place of work or off site
- We provide mediation to suit your needs, during work hours or after hours
- Our mediators are highly positive professionals that engage in continuous professional development
- We can provide post mediation follow up to further support the changes in the workplace
- Our mediators are registered with the Attorney-Generals Department as Dispute Resolution Practitioners in family dispute resolution/mediation

