Can I just come for a chat?

If you want to talk about how mediation could help you or just to see if an issue is suitable for mediation, we are happy to talk. There is no obligation to participate in the full mediation process. During such pre-mediation discussions, mediators will remain impartial and neutral.

Who do I contact?

The mediation service on 0113 812 5816
Or email
k.tilbrook@leedsbeckett.ac.uk
l.m.wilson@leedsbeckett.ac.uk
What is the Mediation Service?

The mediation service is open to all staff and students and is a way to resolve conflict between parties. All parties involved need to agree on the use of mediation. You can turn to mediation at any time, no matter what the issues are or how you’re feeling, or who the conflict is with.

Mediation is a structured but informal process which brings people together in the presence of two independent, impartial and skilled mediators to agree constructive resolutions.

The aim is to allow all parties to speak confidentially in a safe and secure environment and to encourage a mutual understanding to improve working relationships in the future. Mediation is future focused.

What is the process?

Once the mediation service receives a referral from a party, a line manager or a Human Resources member of staff, two suitable mediators who are not known to either of the parties are allocated.

The mediators meet each party individually and confidentially to hear their concerns and issues, and talk through with them how mediation can help.

Once both parties have agreed to meet together, a joint meeting with the mediators is arranged where they will have uninterrupted time to explain their concerns to one another.

A safe, comprehensive discussion then takes place with both parties facilitated by the mediators. The mediators work with the parties to clear the air, listen to everyone’s issues, clarify underlying feelings and encourage a mutual understanding. It is not the role of the mediators to advise on solutions but to support the parties to clear the air and to come up with ideas and agreements to improve their working relationship in the future. You won’t be asked to agree to anything that you don’t want to.

How can mediation help me?

Mediation can:

- Reduce levels of stress around a difficult relationship
- Improve communication and working relationships
- Ease transition back to work after a formal process, or long-term sickness absence
- Provide a solution which works for you and which is flexible and enduring and meets the needs of all involved
- Be used before, during or after or as an alternative to a formal procedure
- Be relatively speedy.

Who are the mediators?

Leeds Beckett University has a team of mediators professionally trained by Conflict Management Plus Ltd. Their qualification is accredited by the OCR (Oxford Cambridge and RSA Examinations). The mediators come from a mixed group of staff from a range of faculties and services from within the University.

What are the values of mediation?

Leeds Beckett University is committed to ensuring the mediation service is credible, and have therefore based it on clear values and principles which underpin this informal yet structured process. These are:

- Impartiality
- Confidentiality
- Independence
- Equality of opportunity
- Participation
- Collaboration
- Non-discrimination
- Being non-judgemental