

Mediation

Workplace Mediation can assist working people to reach fair and practical solutions to workplace conflict. The process is designed to create a safe environment for parties in dispute to discuss their concerns and explore their options. This is done with the assistance of a mediator.

At CORP, our mediation process involves 1.5 hour individual intakes with the mediator, and then a joint mediation session, which can last up to 3 hours. The intake process allows the mediator to gain an understanding of each person's perspective surrounding the issues that have led to the mediation. It can be useful for the intakes to occur a day prior to the mediation, as this allows an opportunity to reflect on the intake and the issues at hand. We can also facilitate the intakes and mediation in one day, if this is more suitable.

If you would like to book our mediation services, CORP require the following information prior to confirmation:

- Completed authorisation form by your Management/HR
- Background of the issues surrounding mediation
- Names of the parties, so as to avoid a conflict of interest
- Confirmation of dates, times and venue
- Confirmation that both parties agree to mediate as it is a voluntary process

The parties involved in the mediation 'own' the process and create the outcomes. The mediator facilitates to ensure safety and equity for all. Mediation can help parties to listen to one another without blame and accusation. The process focuses on the future and on solutions.

Group facilitated Discussions

A group facilitated discussion can provide your team with the following:

- An opportunity to raise concerns and appropriate observations;
- To reflect on possible options to solve or reduce problems within the team;
- To consider what is most important for individual team members; and
- To consider what role the individual team members might be able to play in these

A group facilitated discussion allows the team an opportunity for open and transparent communication. The key focus is on working together to reach positive outcomes and to utilise these in order to move forward as a team.

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