



Event: Mediation – Hampshire Fire & Rescue Service
Date: 18-20 January and 29-31 March 2010

Introduction

Mediation is a proven effective tool for confidentially resolving interpersonal conflicts between colleagues, managers and their employees, or conflicts between teams. Sometimes issues cannot be resolved locally, and mediation is often useful to encourage positive relationships between individuals. This in turn has a positive impact upon their well being and health at work.

What did we learn?

Mediation is an effective process for individuals for resolving conflict within the workplace. The role of the mediator is to facilitate discussion between parties where difficulties in their relationship are being experienced. The mediator is not there to resolve the issue, but to assist the parties to find common ground and their own resolution to the issues.

The training was thorough and very practical, involving lots of role plays and use of techniques to enable mediators to facilitate the process confidently and effectively.

What do we need to do next?

After passing the practical assessments during the 6 days of training, participants are now awaiting results of the written assessments before they can mediate in a 'live' situation. In the meantime, we are promoting a Mediation Policy, the mediation service and continuing to hold regular practice sessions to ensure participants use their new skills.

HFRS would be happy to share learning gained from the training and from using mediation in the workplace, as well as support other FRS's in the region in respect of situation that may benefit from mediation.

For more info contact

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