

Integrating Dispute Processes Around Mediation

To train HR Managers, TU reps and other managers to become their organisation's dispute resolvers. At Kiss the Fish we are aware of the need to have the necessary skills to recognise and predict when a Dispute is likely to arise. Within our own organisation we have an integrated and informal dispute process built around mediation which deals with conflict and disagreements at the earliest opportunity.

Rationale for Mediation Training

The recent Gibbons review on 'Employment and Dispute Resolution 2007' (commissioned by the Secretary of State) categorically stated that mediation is a cost effective process for resolving workplace disputes. Some of the recommendations were as follows:

"My vision is of a greatly increased role for mediation."

(The Gibbons Report 2007 commissioned by the Secretary Of State)

"I recommend the increased use of mediation to employers, employees and practitioners in Great Britain."

(The Gibbons Report 2007 commissioned by the Secretary Of State)

"It is clear that the earlier a dispute is settled, the better it is for all concerned."

(The Gibbons Report 2007 commissioned by the Secretary Of State)

The review also suggested that organisations were ignoring the potential of informal early dispute resolution (mediation) in favour of using more formal processes. In doing so they were formalising disputes too early, something which was both ineffective and costly.

"42% of respondents to the Gibbons review have reported workplace Disputes in the last five years."

(The Gibbons Report 2007 commissioned by the Secretary Of State)

Evidence suggests that companies who have proactive, integrated dispute resolution systems have the greatest success in handling workplace disputes.

Kiss The Fish

"Taking The Pain Out Of People Improvement"

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Training Outline

1. What is mediation?
2. Kiss the Fish Dispute Audit.
3. Understanding the benefits of the process.
4. Incongruence between dispute policies and practice in your workplace.
5. Visual Examples of mediation in practice.
6. Role play exercises.
7. Implementing the mediation process in to your organisation.

“Challenge all employers and employee organisations to commit to implementing and promoting early dispute resolutions. E.g: through greater use of in-house mediation.”

(The Gibbons Report 2007 commissioned by the Secretary Of State)

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