



conflict resolution | mediation

# Helping you resolve conflict in the workplace



## What is workplace mediation?

Workplace mediation is an informal, structured process in which an independent third party, a mediator, helps people in a disagreement to move forward. Mediation introduces a powerful new dynamic to any negotiation or dispute discussion by aiming to optimise how the parties continue working together.

The goal is for the individuals involved in a disagreement or dispute to collaborate in order to identify and mutually agree workable solutions to their problems.

Following the review, we can support with a range of options for feedback and development.

## Mediation is:

1. **Future-focused:** It is concerned with how things will be from now on, rather than finding blame for how things have been in the past.
2. **Voluntary:** Any party can withdraw from the process at any stage to use other informal or formal procedures.
3. **Private & Confidential:** Information shared during mediation is not disclosed to anyone.

## The conduct and content of any mediation meeting is confidential

The mediator will not pass on anything said during the mediation process without the permission of the parties involved, unless not to do so would involve the mediator breaking the law.

Any written agreement reached by the parties will remain confidential to the parties and ibex gale unless the parties specifically agree otherwise. Details of the content of the mediation process will not be included in any report unless requested by the parties.

It is a pre-condition of the involvement of ibex gale that the mediator will not be called upon by any of the parties to be a witness in any subsequent proceedings. This does not prevent the parties from referring to the fact that they used mediation in an attempt to resolve the conflict.



## Mediation is an informal process - there is no rigidly laid down procedure to be followed

However, most cases follow a common structure. The mediator will meet with each of the parties separately. This briefing meeting provides an opportunity for each party to tell the mediator how they see things from their perspective, and to be clear about what they want from the process.

The initial briefing meetings provide a good opportunity to raise with the mediator any concerns or questions about how the mediation meeting might proceed. The mediator will check with the parties that they are willing to proceed to the next stage of the process.

If everyone agrees, a mediation meeting with both parties follows the briefing meetings. The mediator chairs the mediation meeting. Usually, one briefing meeting and one mediation meeting are sufficient.

If the parties reach an agreement about the way forward, the mediator will offer to help them put this in writing. It is up to the parties to decide whether anyone else receives a copy of the agreement. The mediator remains impartial throughout the process and does not offer advice about the parties' contractual or statutory rights.

## Our team of trained mediators and resolution experts have a track record of resolving the most entrenched disputes between individuals and teams

We identify barriers to constructive working relationships, and implement actions or interventions that restore harmony and productivity.

We do this by providing an independent mediator to work with individuals and groups in dispute. All our mediators are trained and experienced across different industries, and with people at all levels in organisations.

As an independent third party, the mediator doesn't express views about how to handle a specific conflict. The mediator aims to:

1. Facilitate the parties to explore the conflict situation.
2. Develop new understanding of the situation.
3. Identify an acceptable way forward for both parties.
4. Where appropriate, assist the parties in reaching an agreement on ways of working together

# ibex gale is an established company with a large team who have a unique blend of legal expertise and people management skills

This expertise enables us to deliver our purpose of enhancing people's lives through the creation of exceptional workplaces.

Therefore, the commitments or brand promises we make to all clients are that we are invested in their organisation, we enable progress and positive change and we combine professional rigour with compassion.

## ibex gale's services cover five areas:

- Workplace Investigations
- Conflict Resolution and Mediation
- Organisational Culture
- Change Projects
- Governance and Assurance

We work for clients across all sectors. In the private sector our clients range from financial institutions to media and technology companies.

We have an unwavering focus on quality and are one of the few investigation providers accredited to the British Standard BS:102000 which demonstrates the rigour and compliance we adhere to in all our work.

Our team includes former employment lawyers, people management professionals, culture specialists, psychologists, accredited mediators, CQC regulatory experts, as well as former barristers and tribunal litigators. Many have professional qualifications and memberships such as CIPD, ILM and ABI. This wide skill set allows us to carefully match the skills in our team to the brief.

## Our Promises

### We are invested in your organisation

We will keep your organisation at the heart of what we do by investing our time and energy into understanding your culture, priorities and objectives.

### We enable progress and positive change

We will bring a "can-do attitude" by combining an innovative approach with energy and focus to generate exceptional outcomes for you. into understanding your culture, priorities and objectives.

### We combine professional rigour with compassion

We will work with absolute professionalism to the highest standards possible, whilst being empathetic, compassionate and easy to engage with.



## What our clients have to say

“ *Very reliable. Regular updates on the case* ”

“ *Well organised, supportive, thoughtful, timely, excellent* ”

“ *Practical solutions with fresh eyes in a constructive and positive manner* ”

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## Get in touch

If you would like to have a confidential discussion with us about how we can support your organisation please contact us.

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