

Workplace Mediation

No matter how successful a team or organization is, relationship difficulties are inevitable, particularly when a variety of workplace changes are occurring rapidly. Communication breakdowns and conflict between individuals can start small, however, if ignored or avoided in the early stages they can quickly lead to a significant relationship breakdown and can have a corrosive effect on teamwork and workplace morale.

Workplace mediation is most effective when it is a voluntary process between all parties. It is rarely effective unless each individual involved sincerely wants to improve the working relationship. The objective is to improve communication and understanding, help all parties find common ground, and reach mutually acceptable and practical solutions that will stick after the mediation is completed. Step 1 is agreeing on investing the time to begin to address the differences.

Solution-Based Services:

- Initial information gathering to gain understanding of the relevant background and issues impacting each individual.
- Facilitation of open and respectful communication between the parties by creating a safe and open space for individuals to express their concerns and perspectives to each other.
- Help to identify and understand the root causes of the conflict and disconnects and clarify the needs and interests of all parties.
- Assistance in brainstorming potential solutions and exploring various workable alternatives that can serve to help reset the relationship.
- Maintaining confidentiality throughout the process and commitment to building trust in order to support the needs and objectives of the parties involved.
- Follow-up as needed to ensure the terms of any agreements made are being upheld.

Delia and Associates

2055 Lombard Street, #470202
San Francisco CA 94147
650-787-9196
Jdelia@dellaconsulting.com
Dellaconsulting.com