



Mediation is the use of an impartial person, trained to help others settle disputes. Successful mediation depends on the skills of the mediator and their ability to understand the situation. SOLACE Enterprises uses qualified and insured mediators from a variety of backgrounds.

Mediation can be useful at all levels of dispute, from workplace grievances to major contract differences on the verge of litigation, and can help resolve differences between individuals, groups and organisations.

In the workplace:

- severance, discipline, restructuring, grievances, collective disputes
- as an alternative to litigation and employment tribunals

In service delivery:

- consultation, reorganisation, closure

In governance:

- with non-executive directors, with politicians
- neutral chairing

With partners:

- agencies, voluntary sector

In responding to complaints:

- ombudsmen

In negotiating agreements and contracts:

- when impasse has been reached

Mediation is:

- cost effective
- quick
- flexible
- voluntary
- without prejudice
- confidential

And best of all, the parties stay in control.

The Mediator hears all sides of the issue and uses their expertise to summarise and present it in a non-confrontational and impartial way. This helps to remove the blockages to settlement and where the parties are committed to reach agreement the success rate is high.

Settlement is generally reached in a day, or within a few days after a period of reflection. Even if agreement is not reached, Mediation can define the issues, improve prospects for later agreement and reduce the cost of litigation. Charges vary according to the complexity of individual cases.

For further information please contact the Resource Centre. You can either phone on 0845 601 0649 or email resourcecentre@solaceenterprises.com To find out more about SOLACE Enterprises and our full range of consultancy services see www.solaceenterprises.com

