

Mediation and Reconciliation

Mediation

When relationships break down, there is a huge impact on both the individuals concerned and others within their organisation. The cost is both personal and financial, and increases as the situation worsens. Intervention is beneficial at any stage – although the earlier it is sought, the quicker the outcome. Our intervention seeks to support you, and the individuals involved, to move beyond the difficulties, and find new solutions to old problems. The mediation may take place between two individuals, within teams, or between teams and management.

I have no hesitancy in recommending [your mediator] as a conflict-resolution expert, a consultant, mentor and trainer for individuals and organisations.
Former Chair of Mediation UK

Thank you for the meeting and for all your valuable effort in trying to resolve this issue and for all your kindness and professional support.

Team-member, Cambridge University

Reconciliation

Reconciliation helps to repair existing connections and relationships which have become difficult over a period of time. It also supports individuals after formal proceedings have taken place, helping to rebuild damaged connections and to find a new footing for future working relationships to develop.

Approach

By uncovering the underlying concerns and motivations that are driving those involved, we enable them to move towards a strategy that supports the needs of all concerned. No-one is asked to give up or give in. This creates an atmosphere of trust and transparency. In place of compromise, we help people to re-establish a meaningful connection, and to explore solutions that are mutually beneficial.

[Your mediator] is very sensitive to working at client pace and very quick to grasp complex multi-layered issues... an essential skill when working in a range of diverse settings.

**Chief Executive Officer,
National Family Mediation**

[Our organisation] contracted Life at Work to carry out very sensitive, multi-party conflict-resolution work for a situation that was about to 'go legal'. My staff and I all experienced [the mediator's] interactions as helpful, considerate, empathic and caring. She was able to bring compassion and understanding to the situation, from which resolution resulted.

Director, national organisation

**Life
At Work**

PROFESSIONAL AND PERSONAL DEVELOPMENT

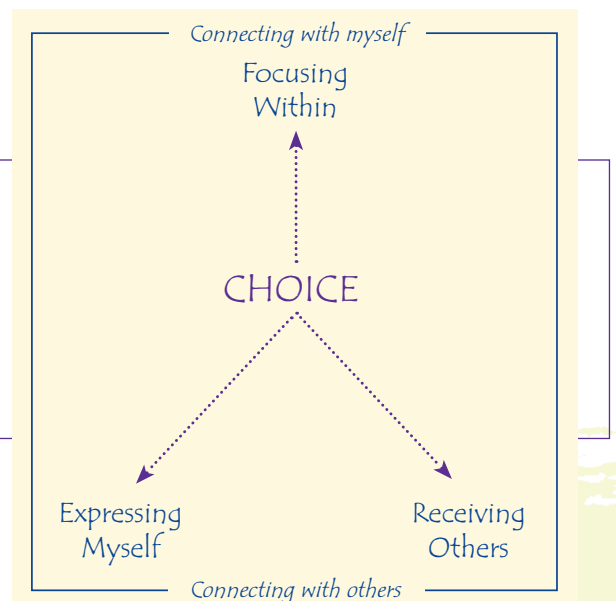
Our mediation and reconciliation process will assist you by:

- meeting with each party independently before a joint meeting;
- (re-)establishing a meaningful connection between the parties;
- identifying the underlying interests, motivations and needs of each party;
- allowing each party to hear and be heard by the other;
- building and re-creating trust and commitment;
- not judging who is right or wrong, or imposing a settlement or solution that is difficult to live with;
- acknowledging deeper feelings and allowing those to have a voice if needed;
- helping those involved to move from 'having to' to 'wanting to' associate with the other party;
- developing mutually beneficial strategies that aim to meet the needs of both / all involved;
- completing the process with recorded points of agreement.

[The Life at Work mediator] was charged with the task of making enquiries about allegations, devising an interview plan and writing a report making recommendations to improve working relations for the board. My experience of working with her was very positive. It was an extremely difficult time for me. I felt she listened compassionately and responded appropriately to the information she received. She was also extremely good at keeping people informed of her progress and any changes to the time-scale that might have been necessary.
Leader, national business

Learning

Mediation often results in a essential learning for the participants about the inner and outer processes that lead to successful communication – for example, about the choices we make in our actions and interactions, and how our choices affect other people.



Approach

Needs-based Communication is an adaptation of the internationally recognised *Nonviolent Communication™* in which Life at Work trainers are trained and certified.

Life
AT WORK

For further details:

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