

What will mediation feel like?

Mediation can be difficult because it can involve frank exchanges of views, but, these discussions are absolutely essential if mutual interests are to be identified and met. Many people find it a relief to address issues openly in a safe environment.

The Trust Mediator will ensure that the whole process is carried out in a safe, neutral, supportive, confidential and collaborative environment and work within strict protocols and professional guidelines.

How to access the service

Please contact ghnt.mediation@nhs.net for further information.



Mediation Service



Workplace Mediation – what is it and when can it help?

Workplace Mediation is an informal, voluntary process which aims to help people in disagreement or dispute to resolve their conflict and find a way to re-establish a professional working relationship. Mediation is available for all employees and can involve two or more parties.

Role of the Mediator

The role of the Trust Mediator is to bring together the parties in dispute and facilitate joint meeting(s) where the issues can be heard, views expressed and acknowledged. The Trust Mediator is not there to give legal advice or guidance. The Trust Mediator aims to help the parties explore the conflict situation, develop understanding and reach agreement on ways of working together. By doing this the aim is to re-establish lines of communication. Mediators will always be independent of the situation.

Why Mediate?

Workplace disagreements can be both stressful to the individuals and disruptive to the organisation. The Trust encourages informal resolution where possible.

The Trusts' Mediators can facilitate an effective resolution of disputes and conflicts in your workplace. Their contribution will always be creative, confidential, timely, constructive and sensitive. The Trust's Mediation Service is a positive alternative to the adversarial nature of formal proceedings.

The content of any workplace mediation meeting is confidential. The Trust Mediator will not pass on anything said during the mediation process without the permission of the parties involved; unless a serious breach of health and safety or a current crime is disclosed during the process. It is also a condition of the involvement of Mediation at Work that the Trust Mediator will not be called upon by any of the parties to be a witness in any subsequent proceedings and Mediation is not recorded on your personal record.

How Mediation works

Pre meeting (1 or 2 sessions)

The Trust Mediator will meet separately with all parties to go through:-

- Mediation process
- Ensure each party is willing to proceed
- Complete the mediation paperwork
- Understand the issues that have led to the mediation sessions

First Joint meeting

The Trust Mediator will bring the parties together to:-

- Discuss how the issues have started
- Identify the main issues
- Agree a solution / way forward or set up a second meeting

Second Joint meeting (if required)

The Trust Mediator will bring the parties together to:-

- Identify the most appropriate solutions for the settlement
- Agree the content of the settlement and ensure both parties are willing to sign the settlement

Review meeting

The Trust Mediator may plan a review meeting:-

- Planned usually 3 or 6 months later to review how the settlement is working