

VOLUNTARY MEDIATION FOR BETTER WORKPLACE RELATIONSHIPS

We are pleased to launch a Voluntary Mediation initiative across the Post Office. Whilst there appears to be no underlying cultural problems it is important people have the ability to access mediation. This progressive approach is designed to provide a new way of supporting employees who may be struggling to find an effective working relationship and/or environment with their work colleagues.

Voluntary Mediation enables individuals to identify, consider and discuss situations that impact on working relationships. The Mediator will encourage open and honest dialogue, leading to increased awareness, understanding and empathy.

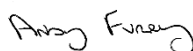
- Mediation will be available to all levels of the organisation and can be easily accessed by completing a [Mediation Referral form](#) (available via [PeopleHub](#)).
- It is undertaken by a “neutral third party”, (the Mediator). The Mediator will facilitate a positive discussion between the individuals concerned in areas where there are workplace difficulties with the aim of finding a mutually agreeable way forward.
- Mediation will be provided by professionally accredited Post Office employees, trained to a high standard by ACAS.
- Voluntary Mediation will involve an objective Mediator bringing expertise to a difficult situation by facilitating a positive discussion aimed at establishing better relationships between individuals experiencing tensions in their day to day working relationship.
- The Mediator will support the individuals by working with them to find a mutually agreeable solution to the issues, thus creating a more harmonious environment.
- Mediation will be informal, with each party having a private and confidential one-to-one meeting with the mediator, followed by a joint meeting facilitated by the mediator where the aim will be to establish a resolution that both individuals can support.
- The Mediator will ensure a safe environment in which the individuals are able to openly communicate to assist in working towards the restoration of a positive working relationship.

Voluntary Mediation for better working “Relationships” is fully supported by the Post Office, CWU and Unite and complements our Dignity at Work Agreement and grievance procedure.

To find out more about mediation and how it works, please read further information available on [Peoplehub](#) and / or speak to your line manager or Union Representative.



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