

Workplace Mediation for SME's



If you do not have an HR professional in your organisation we have special services that can help your business.

New laws came into force on 6 April 2009 that sweep away the statutory disciplinary, dismissal and grievance procedures. Employees will no longer have to raise a grievance before taking their case to an Employment Tribunal.

The word 'tribunal' strikes fear into the toughest Director or Manager. Visions of being dragged through the courts by vengeful employees, your reputation in shreds can cause sleepless nights for even the most assured. When in recession more people go to tribunals whether for redundancy or dismissal. They have nothing to lose so are willing to take their chances.

How can ADR Group help you?

ADR Group Workplace Mediation services provide a practical, immediate and cost-effective mechanism for managing disputes in your organisation.

From April 2009 employers will have to comply with new laws about how to deal with workplace disputes. They will be expected to solve employee grievances early on and informally in the workplace itself, rather than through an employment tribunal. Apart from financial penalties for non-compliance, there are clear economic benefits to this approach; by keeping legal costs and disruption to a minimum by nipping problems in the bud.

To comply with the new regulations and get the greatest benefits from them your line managers need to understand the implications of the changes and to learn the skills necessary to resolve disputes at an early stage. Your organisation would also benefit from a range of workplace mediation services including a review of your current procedures and access to trained mediators to deal with your disputes.

ADR Group, established in 1989, is the oldest provider of mediation services. Over the years we have advised and worked with many hundreds of leading businesses through our network of dispute resolution professionals.

ADR Group is able to provide:

Business Dispute Resolution MOTs

Members of our highly experienced panel will visit or base themselves at your organisation for an agreed period of time to audit your disciplinary and grievance policies and provide practical guidance on the implementation of any changes.

Rapid Response

Should a dispute arise in your organisation, ADR Group are able to appoint a member of our nationwide panel of fully trained and experienced mediators to work at your premises within 48 hours of you contacting us.

Mediator Secondment

ADR Group has a new concept in workplace mediation services which combines all the benefits of an in-house mediator; an external independent mediator and a mediation consultant in one economic and highly effective package.

Independent Investigations

ADR Group is able to provide experienced consultants who will visit your organisation to carry out investigations which are total independent. The investigation could be for a disciplinary, grievance, bullying, harassment, discrimination or any other employee related matter.

How can mediation help?

The benefit most frequently mentioned is that of improving relationships between employees, followed by reducing and eliminating the stress involved in using more formal processes and reducing sickness absence.

There are also benefits in avoiding the cost of defending employment tribunal claims and reducing the number of formal grievances received.

An employment tribunal can take many months before a conclusion is reached and will be costly financially. Formal grievances can also mean senior managers are spending a great deal of time carrying out investigations and writing up conclusions. Early dispute resolution or mediation can result in a speedy outcome in both of these situations.

What is mediation?

The Acas guide to discipline and grievances at work suggests that an independent third party or mediator can sometimes help resolve these issues.

Mediation is based on the principle of collaborative problem solving with the focus on the future and rebuilding relationships rather than apportioning blame.

The mediator helps the people in dispute to attempt to reach an agreement. Any agreement comes from the parties not the mediator. The mediator is not there to judge or to say one person is right and the other wrong. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

Mediators can be employees trained by an external mediation provider or they can be from an external mediation provider.

Mediation is:

- Informal
- Flexible
- Voluntary
- Confidential

Mediation seeks to provide an informal, speedy solution to workplace conflict and can be used at any stage in the conflict.

Mediation - strong support from employers

The results of a recent CIPD survey into workplace mediation suggest there is strong support from employers for the use of workplace mediation. The business benefits include retaining valuable employees and avoiding the cost of defending tribunal claims. Mediation can be seen as simply a better way of dealing with workplace conflict than other more formal processes and is a key element in the conflict resolution process.

For further information about mediation or a confidential discussion about how we may be able to help you or your organisation, please call us on +44 (0) 117 946 7180 or email us at workplace@adrgroup.co.uk