

Resolution Institute Workplace Mediation Service

Our Workplace Mediation Service is uniquely placed to address the emotional, reputational and financial issues at the heart of workplace disputes. Having the right mediator is integral to enabling employees and businesses to work through conflict whilst rebuilding relationships.



What is workplace mediation?

Workplace mediation is a conflict resolution method where individuals or groups involved in a dispute are offered the opportunity to voice their concerns in a confidential and respectful setting, facilitated by an impartial third party (the mediator).

The primary goal of workplace mediation is to address conflicts informally and collaboratively, with the aim of fostering a positive ongoing relationship between the parties involved.

Conflicts are a natural part of any workplace, but how these conflicts are managed distinguishes employers and helps to build a respectful culture.

Who is Resolution Institute?

Resolution Institute is Australasia's largest membership organisation for dispute resolution practitioners and is the leading training and accreditation organisation for mediators in Australia and Aotearoa New Zealand.

We have over 50 years of experience in offering mediation services for a wide range of sectors and types of disputes.

Why choose workplace mediation?

- **Conflict resolution**
Workplace mediation addresses disputes and conflicts promptly, professionally and confidentially.
- **Improved communication and relationships**
Workplace mediation enhances communication and understanding among team members and management.
- **Enhanced productivity**
Workplace mediation can minimise disruption in the workplace and boost productivity.
- **Cost-effective**
Workplace mediation offers an affordable alternative to costly legal proceedings.
- **Retain talent**
Workplace mediation helps to retain valuable employees and reduce turnover.

About the Resolution Institute Workplace Mediation Panel

Resolution Institute has established a panel of experienced and independent mediators specifically designed to assist with workplace complaints or disputes.

The panel consists of a diverse range of NMAS accredited mediators, facilitators and conflict coaches with Australia-wide experience across a broad range of industries. Panel members meet our high-quality standards and ongoing professional development requirements.

Resolution Institute acts as a neutral third-party organisation to find the most suitably qualified professional workplace mediator for each matter referred through the service, without you having to do the leg work of calling and interviewing prospective mediators.

By accessing this service, we guarantee a flat rate for an experienced mediator for up to 8 hours mediation time (including intake sessions). The parties may also agree to extend the mediation for a standard hourly rate with the agreement of the appointed mediator.

How do I access this service?



Contact us

Reach out to our Nomination Services Team to discuss your specific needs. Then let us do the work for you.



Assessment

After assessing the scope and nature of the dispute and your specific needs, we appoint the most appropriate mediator based on experience, current accreditations, and availability to conduct and complete the mediation in a timely way.



Mediation

Our skilled and experienced mediators will work directly with parties to resolve workplace conflict and disputes.

For a confidential discussion or to answer any questions about mediation or the service, call the Resolution Institute Nomination Services Team during business hours on 02 9251 5566 or email nominations@resolution.institute.



**Resolution
Institute**

Excellence in dispute
resolution across
Australia and Aotearoa

