

Guidance

G1288

Mediation General Guidance

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1 Purpose

The purpose of this Guidance is to assist managers where mediation has been requested by both parties involved.;
You must be brief and concise.

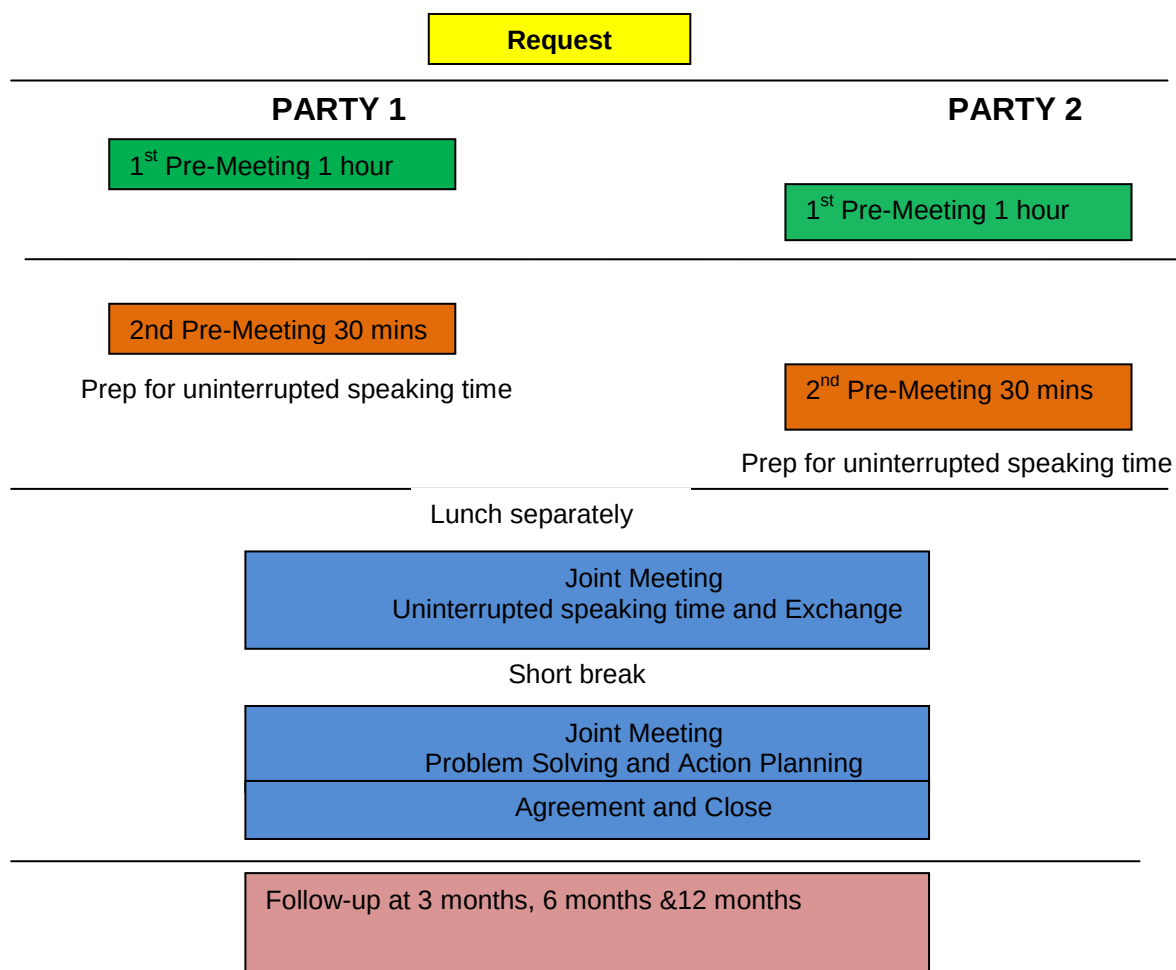
2 Scope

This Guidance applies to London underground staff only....

3 Mediation process in LU

Mediation should initially be requested through your manager or a People Management Advice Specialist (PMA). The requesting manager will complete a Mediation Request Form if they believe that the issue is appropriate for mediation. The Lead PMA will then assign the mediation to two trained workplace mediators who will co-mediate. The employee requesting mediation will be informed by the PMA or their manager if the request is not suitable for mediation.

One of the allocated mediators will then have individual conversations with both parties prior to having the mediation meeting. All the meetings will take place on the same day. The day will run as follows;



3.1 **1st Meeting (1 hour)**

The mediator meets each party separately for one hour. The purpose of this meeting is:

- To explain and clarify to the parties the role of the mediator and the mediation process
- To consider the various elements of the dispute and the impact of the individuals involved

3.2 **2nd Meeting (30 mins)**

The second meeting is a chance to prepare for the joint meeting and it is important as it prepares all parties for the conversation ahead and allows the parties to 'test' what they want to say on a neutral person.

3.3 **Joint Meeting**

The joint meeting takes place in the afternoon of the mediation day. The joint mediation meeting is a carefully structured process which follows simple and effective guidelines.

The aim of the joint meeting is:

- To establish a safe and structured environment where both participants involved in the conflict can meet one another to engage in open and honest dialogue
- To develop a mediation agreement
- To consider longer-term requirements and follow-up arrangements.

At the joint meeting the mediator will establish a number of ground rules at the start of the session. After the ground rules have been agreed, each party will have the opportunity to speak without interruption. Each party is given the same opportunity to speak and listen. The mediator will act as a facilitator, listen carefully and ensure that the ground rules are adhered to.

LU hopes that the mediation will be successful and that a mutual agreement can be reached by all parties. All parties would be requested to sign an agreement stating what the outcomes of the problem solving and action planning were.

3.4 **Monitoring and Evaluation**

An evaluation form will be completed by parties up to two weeks after the mediation.