



Kelly Barfoot

mediation services

# Conflict Resolution

17 September 2020





# Introductions

# Presenters



**Sue Watson**

HR Operations Manager



**Victoria Templeton**

HR Knowledge Manager



**Kelly Barfoot**

Mediator

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**Atim Arden**

Digital Marketing Executive



# Agenda

- Understanding Conflict
- Resolving conflict
- Mediation

A group of diverse people are seated in a meeting or classroom setting. In the center, a man with a beard and glasses, wearing a grey cardigan, has his right hand raised. To his left, a woman with long dark hair is looking towards the front. To his right, a woman with long blonde hair is also looking forward. Other people are visible in the background, some looking at their devices. The scene is brightly lit with indoor plants and bookshelves in the background.

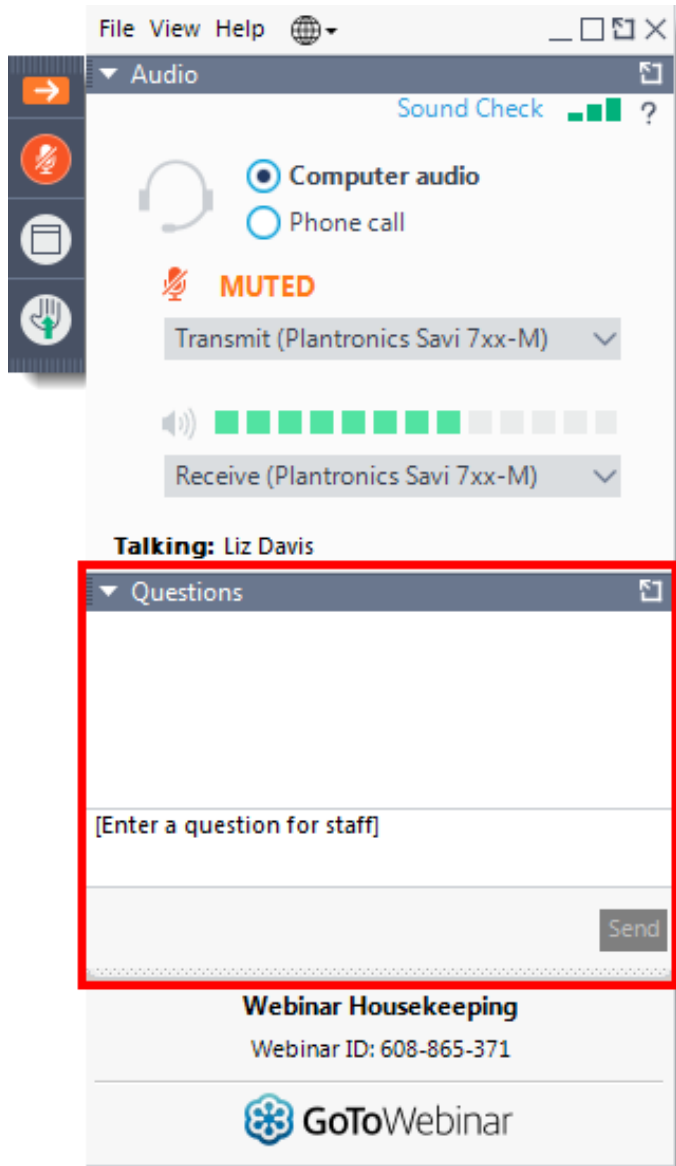
# How to ask questions







# GoToWebinar Housekeeping: Time for Questions



## Your Participation

- Please continue to submit your text questions and comments using the Questions panel





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# Agenda

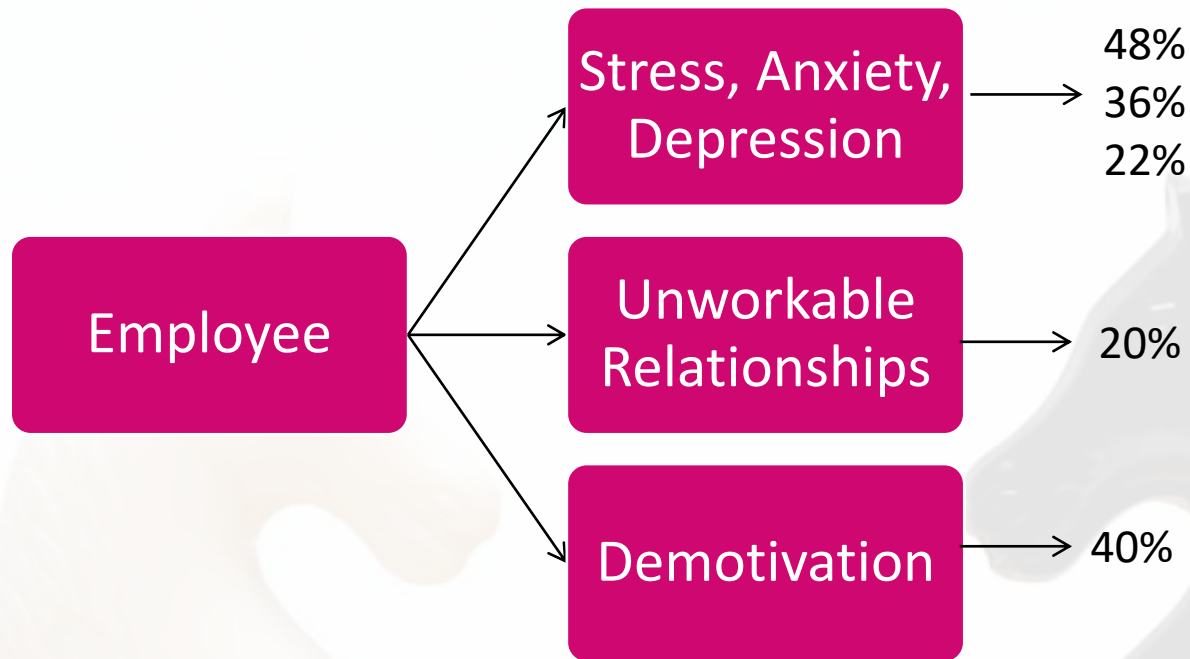
- **Understanding Conflict**
- Resolving conflict
- Mediation

# Understanding Conflict

- Conflict is where there is a difference of opinion between people which can be positive or negative
- Conflict can be positive
  - Gathering views on how to progress a project
  - Working together on defining a strategy
- Negative Conflict
  - One off disagreements
  - Personality clash
  - Ongoing difficult relationship
  - Poor management
  - Ambiguous job role
  - Poor communication
  - Unfair treatment
- Chartered Institute of Personnel and Development  
[Managing Conflict in the Workplace January 2020](#)

# Understanding Conflict: Employees

Source: CIPD Report: [Managing Conflict in the Workplace January 2020](#)



# Understanding Conflict: Employers

Source: CIPD Report: [Managing Conflict in the Workplace January 2020](#)



# Understanding Conflict: Covid-19

- Managing the return to work post lockdown has potential for conflict:
- Having to make redundancies, and who is selected
- Who you keep on furlough and who you bring back
- Measures that you put in place to make the workplace Covid Secure
- Managing business alongside dealing with employees who continue to have challenging personal circumstances
- How you manage pay when an employee returns from holiday and must quarantine





# Agenda

- Understanding Conflict?
- **Resolving conflict**
- Mediation

# Resolving Conflict

- Prevention is key
  - Know your employees as individuals
  - Identify where there may be conflict
  - Set goals and clear timescales for the team
  - Set out clear expectations
  - Encourage team working and collaboration
  - Maintain confidentiality
  - Remain objective and act consistently
  - Explore issues early and thoroughly
- Effective Communication
- Grievance – informal and formal
- Mediation



# Agenda

- Understanding Conflict
- Resolving conflict
- **Mediation**

# Mediation: What is it?

- Mediation is a confidential and informal process where an independent third party works with people who have a disagreement
- The aim is to help people reach their own agreement to resolve problems and thoroughly explore what went wrong in order to stop it happening again in the future
- Typically mediation takes 1 day for a 2 person dispute
- Mediation can take place between individuals and whole teams.
- There is no guarantee that the mediation will be successful however if parties are willing to take part a positive outcome is likely

# Mediation: Rules!

- Mediation is voluntary
- The details of the mediation discussions remain completely confidential – you won't know what happened!
- No legal advice is given
- The mediator doesn't take sides or pass any judgement on who is right or wrong
- The mediation agreement is morally binding, not legally binding.

# Mediation: Before

- It is helpful for the Mediator to have an overview of the situation, but not too much information in case of bias
- The Mediator will provide an information sheet for the parties to read prior to mediation. This gives information on the process and answers FAQs
- If necessary the Mediator can answer questions on the mediation process only prior to mediation by email or phone
- The employer ensures that the parties agree to take part, if necessary the Mediator can assist in overcoming any barriers
- Mediation can take place on site so long as a private meeting room away from the usual place of work is available.



# Mediation: During

- The Mediator will meet individually with each party to understand their perspective on the situation
- Parties are asked to sign a mediation agreement which sets out the conditions of mediation. This is the only document which is retained
- The Mediator will then bring the parties together for a thorough and facilitated discussion to help them work through the conflict they are experiencing. This can take approximately 3-4 hours
- Clear ground rules are set for the joint mediation meeting to enable the parties to get the best from it
- A successful mediation will result in a written agreement. This is confidential and retained by the parties only, unless both consent to it being shared
- All notes taken during mediation are shredded
- As the details of the mediation are strictly confidential the mediator can only report back to the employer whether agreement was or was not reached

# Mediation: Uses

- Before a grievance is raised
- Early stages of a grievance or as an outcome
- After a grievance has been closed
- After disciplinary action
- In the lead up to an employment tribunal or afterwards if the party remains in employment.

# Mediation: Benefits

- Avoid conflict of interests and promotes absolute confidentiality
- Employees may feel able to say more to an external person that they won't see again
- Impartiality with no risk of biasing of future procedural action
- Shows the employer's commitment to take resolution of conflict seriously
- Expertise and experience
- It's quick to arrange and in terms of how much time can be taken to resolve employee issues it is a fast solution
- Reduce staff turnover, absence and stress arising from conflict at work
- Working relationships are maintained



A group of diverse people, including men and women of various ethnicities, are seated in a meeting or classroom. One man in the center, wearing glasses and a grey cardigan, has his right hand raised. The background features a bookshelf and indoor plants. The image has a light blue overlay.

Further questions?

0844 324 5840

[enquiries@hrsolutions-uk.com](mailto:enquiries@hrsolutions-uk.com)

[www.hrsolutions-uk.com](http://www.hrsolutions-uk.com)

**HR**  
Solutions

# CONFLICT RESOLUTION

Mediation is a process that aims to find a solution to a dispute that is acceptable to all parties.

It is usual for a third party to manage the process of mediation by helping parties to explore and understand their differences with the aim of finding a mutually acceptable and workable solution.

## **Mediation Services**

[www.hrsolutions-uk.com/contact](http://www.hrsolutions-uk.com/contact)

0844 324 5840



# CONFLICT RESOLUTION

The 'First Aiders for Mental Health' qualification helps to provide a positive mental health culture within the workplace.

It provides learners with knowledge of the most common mental health conditions and the skills to be able to act should a condition be suspected.

## Mental Health Training

[www.hrsolutions-uk.com/contact](http://www.hrsolutions-uk.com/contact)  
0844 324 5840



# CONFLICT RESOLUTION

An EAP gives employees the support that they need to help them manage their health and wellbeing issues effectively.

It provides an independent, impartial service to help your employees resolve their difficulties more quickly, and minimize the impact on your business

## Employee Assistance Programme

[www.hrsolutions-uk.com/services/  
employee-assistance-programme](http://www.hrsolutions-uk.com/services/employee-assistance-programme)  
0844 324 5840





# CONFLICT RESOLUTION

The Engagement Multiplier Tool helps business leaders quickly understand how their teams are adjusting to working remotely...

... and what adjustments need to be made to help employees stay connected and productive.

## Engagement Multiplier

[ FREE TRIAL ]

[www.hrsolutions-uk.com/engagement-multiplier](http://www.hrsolutions-uk.com/engagement-multiplier)

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[www.hrsolutions-uk.com/fixed-fee-recruitment](http://www.hrsolutions-uk.com/fixed-fee-recruitment)

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# RETURN TO WORK

Building a plan to help your business post COVID-19?

HR Solutions can help, ask us about our:



## Resource Planning Review

[www.hrsolutions-uk.com/return-to-work-advice](http://www.hrsolutions-uk.com/return-to-work-advice)

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# UPCOMING WEBINARS

**Brexit – The Latest Implications for HR**  
22 October, Thursday | 2.00pm - 3.00pm

**Health and Safety at Work: Statutory Compliance**  
28 October, Wednesday | 12pm - 1pm

**Right to Work and the New Points Based Immigration System**  
12 November, Thursday | 10am - 11am

**Save your spot!**

**HR Knowledge Base | Events**

<https://hrsolutions.microsoftcrmportals.com/events>

[www.hrsolutions-uk.com/upcoming-webinars](http://www.hrsolutions-uk.com/upcoming-webinars)



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# Webinars archive

Our webinars are available to watch again, on demand. Here are some of our recent webinar topics that you might like to watch:

- ✓ Furlough and Returning to Work Q & A
- ✓ Future of Work – The New Normal
- ✓ Personal Relationships at Work
- ✓ Building Business Resilience
- ✓ eLearning and the Future of Work
- ✓ Returning to Work – Emerging Stronger
- ✓ Return to Work – Practical Guidance for Employers
- ✓ Recruitment – Candidate Experience
- ✓ Managing Home Workers – HR Information Systems
- ✓ Managing Home Workers – Health and Wellbeing

FEEDBACK





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