



Mediation Services

Navigating conflict, rebuilding relationships and guiding resolution



In high-pressure healthcare environments, workplace conflict is inevitable and can be costly, resource intensive and significantly impact on the performance of NHS organisations.

It is estimated that workplace conflict costs the UK over £28 billion annually, with over 10 million people experiencing conflict at work each year.

Disputes can occur at all levels. Between colleagues, directorates and functions, within teams, and between employees and their managers - even those several management levels apart. Most issues can be resolved without intervention, however, in some circumstances what begins as a difference of opinion can

quickly escalate to become a significant problem for your organisation.

Arden & GEM's Mediation Services offer an efficient, cost effective and independent way to resolve disputes, saving the stress and costs associated with formal action, while minimising absenteeism, improving mental wellbeing, aiding staff retention and delivering NHS best practice standards.

Our mediation services

Our Mediation Service resolves complex and challenging workplace disputes quickly, effectively and with as little disruption as possible. Our team of experts are fully qualified with The Interpersonal Mediation Practitioner's Certificate (IMPC) and have unrivalled NHS experience. We deliver workplace mediation that works with all parties to establish underlying needs and interests, encourages dialogue and facilitates a mutually acceptable resolution.

Our confidential and informal facilitated conversations can resolve a broad range of situations including:



Personal disputes
(relationship break downs, personality clashes and communication issues)



Allegations of harassment, bullying or discrimination



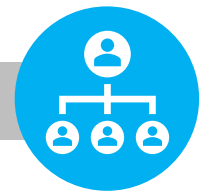
Pre-formal stages of the grievance process



Reorganisation or redeployment difficulties



Perceptions of unfair treatment or discrimination



Boardroom and executive level disputes



How we can help

We provide mediation in two key areas:

1

Workplace disputes

Your employees spend a lot of time together in the work environment so it is inevitable that conflicts will occur from time to time. Relationships can be pushed to the limit through personality clashes, differences in values, or by the expectations people place on one another.

By intervening early in a dispute between individuals, our workplace mediation services can prevent escalation of issues and deliver long term savings by avoiding costly formal processes, reducing absenteeism and retaining staff. Our skilled mediation experts provide an unbiased and safe environment for all parties to have an open and honest dialogue, clear the air and restore positive working relationships that protect the health and wellbeing of your staff.

2

Team disputes

When conflict arises between larger groups of staff, the complexity, impact and costs of disputes can be significantly increased. Even high performing teams can occasionally suffer a dip in performance caused by conflict. Our support provides the inputs required to get teams back on track so that everyone can work together to deliver your objectives.

“The overall process was quick and professionally lead, the mediator had the skills and temperament to facilitate the discussions and ensure that all parties were able to state their case without the process becoming contentious or adversarial. Overall, this led to a positive outcome that avoided any further escalation, avoided the loss of staff or a lengthy HR process.”

Mark Shephard, Associate Director of Commissioning (Acute Contracts)
NHS Nottingham and Nottinghamshire Integrated Care Board

Our approach

As part of the NHS family, our skilled mediators have extensive experience gained from working with a large and diverse portfolio of organisations across the health and care sector. This includes NHS England, Integrated Care Boards, Provider Trusts, Primary Care, Local Authorities and the voluntary sector.

Our tried and tested mediation approach is designed by the NHS, for the NHS and encompasses five key elements:



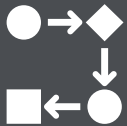
Mediation is a completely voluntary and confidential form of resolving workplace disputes between people and involves an independent, impartial person helping two or more individuals or groups reach a solution to a workplace dispute that's acceptable to everyone. The overriding aim of our service is to restore and maintain the employment relationship wherever possible.



The mediation session(s) are focussed on meeting the organisation's need for resolving workplace issues/disputes in a confidential manner, but ultimately it is down to the individual parties to reach a joint agreement on a way forward. Our mediators are there to help facilitate such workplace resolution, not to deliver it for them. Although we cannot always guarantee a successful resolution, we have an excellent track record as evidenced by our numerous positive client testimonials.



Each mediation case will have an assigned lead mediator, possibly supplemented by an additional mediator (dependant on the case complexity). This ensures that impartiality and a professional mediation service is provided by Arden & GEM.








We utilise our own mediation 'system of approach'. This is a seven-stage model, shared with the client in advance, with agreed terms of reference. This is based on the nationally recognised and accredited UK Mediation's organisational approach, which all our staff are trained in, to ensure the delivery of best in-class mediation services.



In all cases, we ensure there is a built-in post mediation case review after 6 months. We discuss with clients how their experience of our mediation service has gone, confirm that the dispute(s) remain resolved and discuss any additional interventions/ support that might be required.

The benefits of our mediation services

Our Mediation Services are made in the NHS, specifically for the health and care sector and will help you to:

-  Deliver quick resolutions that protect employee morale and minimise the financial impact of disputes
-  Instantly access confidential and impartial services
-  Utilise cost-effective solutions that avoid formal action, reduce absenteeism and help you to retain staff
-  Create a more harmonious and productive working environment
-  Remain compliant against all legislative requirements.

“The expertise that was available to me was highly professional and of superb quality. The individuals involved were dealt with skilfully and timely which gave confidence that the process was undertaken robustly and independently.

The outcome of this approach reached a conclusion that avoided any requirement for external legal costs, avoided recruitment costs and minimised the personal impact to those involved. The outcomes have been sustained as a result of the strategies that were suggested by the mediator. I have since used the service again as a direct result of the success I have had..”

Clair Raybould, Director for System Delivery
NHS Lincolnshire Integrated Care Board





We would welcome the opportunity to discuss how our Mediation Services can support your organisation to achieve the Triple Aim duty of improved population health, increased quality of care and more sustainable use of resources. Get in touch with us at:



Get in touch with us at:

 www.ardengemcsu.nhs.uk

 @ardengem

 contact.ardengem@nhs.net