

TOOLKIT Conflict Management

INSTRUMENT

Workplace Mediation

ADDED VALUE

Transform your workplace with our dedicated conflict resolution service. With 70% of interpersonal conflicts having a negative impact on individuals and teams, and managers spending 25-40% of their working time on conflict resolution, HERBERHOLZ MEDIATION'S proven track record highlights the effectiveness of offering mediation for workplace disputes.

We seamlessly integrate mediation into your organizational structure to address conflicts across the workforce effectively, saving you time and fostering a healthy and productive work environment.

3-STEPS

We support you to proactively foster a harmonious work environment and prevent conflicts from derailing your company's success.

We guide you through a meticulous process including tailored in-person workshops and training units:

Phase 1: Explore

Conflict Management Strategy

Phase 2: Envision

Conflict Management Design

Phase 3: Execute

Conflict Management Implementation (including Training for HR-team and managers)

Following the execution phase, HERBERHOLZ MEDIATION continues to support the organization with mediations where appropriate. For more details on mediation, please continue to "Insights Mediation".

CONTACT

If you seek to reduce conflict-related productivity losses and increase overall team efficiency, our tailored conflict resolution solutions are the key.

Connect with us today to schedule a consultation and discover how we can minimize your time and financial investment while maximizing the impact on your workplace harmony.

Reach out to Angela Herberholz, Founder of HERBERHOLZ MEDIATION and let's start enhancing your conflict management process.

HERBERHOLZ MEDIATION

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For training workshops on conflict management and team building: We design and conduct in-house trainings for to sensitize your workforce. Whether you seek to up-skill experienced managers or onboard new staff members in line with your company values, we develop the right programme for you.

INSIGHTS to MEDIATION

DESCRIPTION

Mediation is a successful process for the constructive and structured resolution of conflicts in the workplace. Mediation is particularly suitable as a conflict resolution method at the interpersonal level, especially when it comes to communication issues, differing work approaches, or personal differences.

Mediation is:	Mediators are:	Parties involved are:
<ul style="list-style-type: none"> • confidential • structured • voluntary 	<ul style="list-style-type: none"> • impartial • independent • qualified • professional 	<ul style="list-style-type: none"> • self-responsible • interested in constructive conflict resolution • actively involved in shaping solutions

The involvement in mediation and the engagement of a professional external mediator to assist employees in conducting difficult conversations in a secure and confidential environment. Mediation can help prevent conflicts from escalating further, restoring relationships and communication. Furthermore, workplace mediation contributes to reducing all associated costs of conflicts related to human resources, well-being, creativity, and productivity.

Mediation is recommended in situations such as:

- **Deadlock or impasse:** When internal conflicts reach a deadlock, and parties cannot find a mutually acceptable solution, an external mediator can facilitate the negotiation process and assist parties in finding a resolution.
- **Highly sensitive or emotional disputes:** In cases where conflicts involve deeply personal or sensitive matters, an external mediator can provide a neutral and confidential environment where parties can express their concerns and work towards a solution without fear of bias or judgment.
- **Power imbalances:** When significant power imbalances exist between involved parties, the support of an external mediator can ensure a fair and balanced process where all voices are heard and considered.

By providing mediation support, organizations empower employees to seek assistance in resolving complex or challenging conflicts. Involving an independent mediator brings impartiality, expertise, and a fresh perspective to the resolution process, promoting a productive work environment and nurturing healthy professional relationships.

APPLICATION - AT WHAT LEVEL

The mediation process is suitable for interpersonal conflicts at all levels within the organization.

TARGET AUDIENCE

- Two parties, such as a manager and an employee, department head and team leader, two employees from the same team or different teams, etc.
- Groups, such as project teams, management, employee council, etc.

All parties involved in the conflict must agree to actively participate in mediation.

RESPONSIBILITY

Mediation is typically employed when internal attempts at conflict resolution by department, team, and HR managers yield unsatisfactory results. Employees may either approach the HR department directly to request mediation, or the HR department may suggest mediation as a solution.

If there is an HR department in the company, it will initiate the mediation process or appoint the mediator. Otherwise, this responsibility can also be assumed by the executive leadership or team leaders.

The following steps should be observed:

1. Initial meeting between HR (or the client) and the mediator. In this session, an assessment is conducted to determine whether mediation offers a viable solution for the conflict. It is also decided whether the mediation can take place online or in person.
2. Mediator appointment.
3. The mediator then contacts the parties to schedule individual meetings with each conflicting party and a date for the joint mediation session.

TIME COMMITMENT

Typically, a workplace mediation is scheduled for two days:

Day 1: Individual sessions (4 hours per party)

Day 2: Mediation

Depending on the complexity of the case, it may take longer.

FINANCIAL INVESTMENT

Contact us to receive a quote: angela@herberholzmediation.com or call: +33 6 17 13 95 95

BEST PRACTICE

Here are some situations where mediation can be beneficial:

Interpersonal Conflicts: In cases of tension between individual employees negatively impacting team dynamics, mediation can help overcome personal differences and lead to better collaboration.

Communication Problems: When team communication is disrupted, leading to misunderstandings and conflicts, mediation can clarify communication channels and develop more effective conversation strategies.

Differences in Working Styles: If team members have different approaches to work, mediation can help find compromises and develop common work methods that consider everyone's needs.

Distribution of Responsibilities: In cases of disagreements regarding task and responsibility distribution, mediation can assist in reaching fair agreements and setting clear expectations.

Team Dynamics and Climate: Mediation can also be employed to enhance overall work climate and team dynamics, especially when dissatisfaction and tensions are palpable but not openly expressed.

CASE STUDY

Exhibition Organizer

Mediation is a strictly confidential process, and its application is only possible when confidentiality is maintained by all parties involved.

Without violating confidentiality, the following scenario can be outlined:

In the team responsible for visitor marketing for the X Trade Fair, a conflict arose regarding working hours during the preparation of the advertising campaign for the fair. One team member went to great lengths, working overtime and even on weekends to ensure the campaign was completed on time. She sacrificed her free time to advance the project. In contrast, another team member left promptly

every day, emphasizing the importance of a healthy work-life balance. He believed that overtime should be avoided and that the campaign could be successful without excessive working hours.

The conflict unfolded in the following steps: Initially, dissatisfaction and tensions within the team were not openly expressed, but communication quickly broke down among team members. As the conflict escalated, tensions erupted openly, joint discussions became more difficult, and ended in accusations. This quickly led to a breakdown in communication throughout the entire team.

Despite efforts by department and team leaders, as well as HR, to resolve the conflict, success was not achieved. As part of the conflict resolution spectrum, I was brought in as a mediator to enable structured and neutral facilitation between the two team members.

The mediation process proved successful as it helped clarify the conflict situation between the employees. Mediation allowed for clearing up misunderstandings, understanding perspectives, and reaching mutual agreements. Through constructive mediation, dissatisfaction and tensions within the team were alleviated. The employees were able to return to a common ground and restore a productive working relationship.

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FURTHER RESOURCES

Download our complementary Handbook to Workplace Mediation from our website
www.herberholzmediation.com

