



Mediation
Northern Ireland

TRAINING COURSES

BESPOKE PACKAGES

MEDIATION

A mediation development
organisation and social
enterprise



Who we are?

- Mediation Northern Ireland was formed in 1991
- Based in 'Mediation House' in South Belfast
- A mediation development organisation
- A social enterprise

Core activities include:

- Delivery of mediation services
- Delivery of accredited mediation training
- Mediation supervision and CPD
- Building of strategic mediative capacity in organisations

**OUR VISION:
A society
that handles
conflict better.**

Mediation Process

We believe that if used at the right time, mediation can be a powerful process to help with the challenges associated with workplace conflict.

Mediation is fundamentally about the restoration of relationships. It is a confidential, voluntary, third-party alternative dispute resolution process. Using mediation as an early intervention can help colleagues work through a difficult issue together before it damages their relationship, or escalates into something requiring a more formal approach.

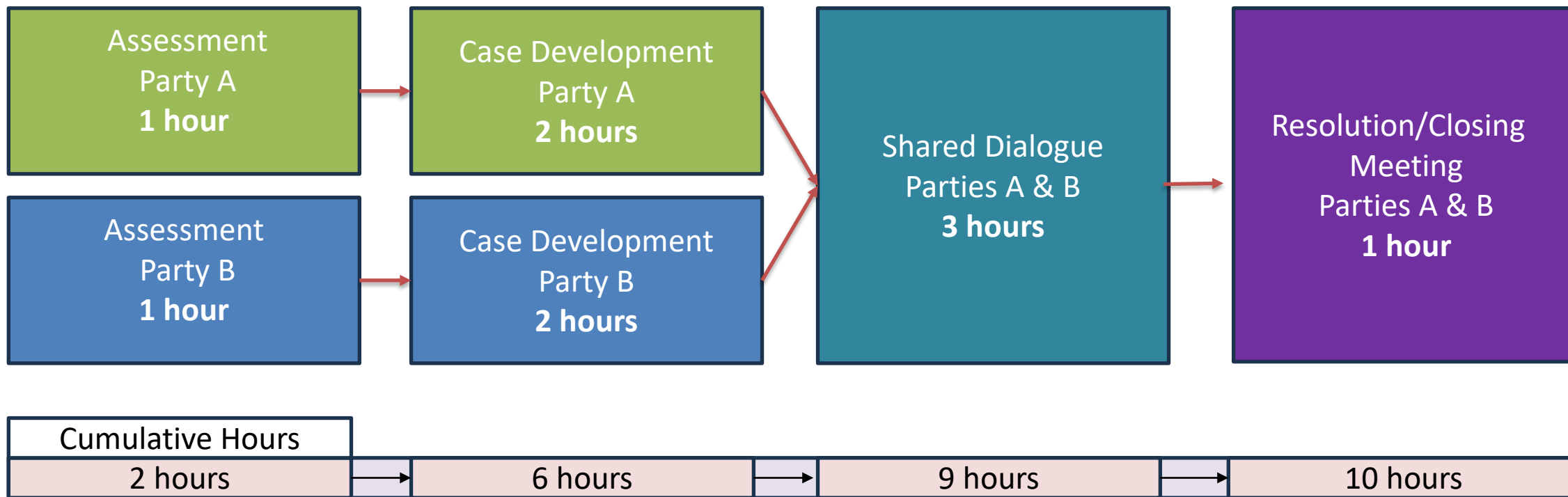
Mediation can also be useful as colleagues seek to re-establish a working relationship following a formal human resources process; for example, after addressing an allegation of bullying.

- A standard 2-party mediation usually involves around 10 hours of contact time with the parties and costs £2,000 (+ VAT). This is inclusive of all expenses and travel (with the exception of any external venue hire). The meetings can take place online, in person at our venue in Belfast or at a suitable external venue nearer the parties if needed.
- Group/multi-party mediation. Due to the number of people involved these types of cases can be difficult to provide an upfront cost for, usually we would advise on the cost for an assessment of the case (meeting with the key parties in the case) and from there we get a clearer picture of what will be involved and can quote for the continuation of the process. An initial assessment would cost £200 (+VAT) per party.

If we believe that mediation is a suitable process for you and your organisation we base our costings on an initial ten hour intervention. If – and when – we cross this threshold, we will work in partnership with you and your team to agree upon the best way forward for all parties.

Mediation Process

Two party mediation - 10 hour direct contact time with parties.



We aim to contact all parties within 2 working days of receiving their contact information, and to arrange their assessments within a further 5 working days. Timeframes for the entire process vary dependent on several factors including complexity and availability of parties involved in the process.

Mediation Information Sheet

Mediation is a voluntary and confidential process

Each party makes a personal choice to use mediation and at any stage they can withdraw from it. Each party's personal decision to be present is core to finding a sustainable resolution. The mediation process is confidential within Mediation NI. We will only breach this where we are required to do so by law, to protect vulnerable people or to prevent crime or violence.

What happens when you say yes to Mediation?

If you say yes to mediation, you will be asked to take part in a private assessment meeting with the mediators; just you and them.

- Assessment

If the case is suitable for mediation, you are then invited to take part in the following additional meetings.

- Case Development - individually
- Case Development – clusters (only for multiple party mediations)
- Shared Dialogue
- Restorative Conference (only for multiple party mediations)
- Agreement Making
- Consolidation & Consideration
- Closing

Saying yes to the assessment meeting does not mean you agree to the additional meetings. This is your process and so you decide what you will participate to. You can say no at any stage.

Mediation Information Sheet

What is an Assessment?

When people are in disagreement we firstly carry out an assessment meeting. We meet each person separately at their home or workplace (depending on the nature of the dispute) or in a nearby location. We ask each person to tell us about what has happened, how it is impacting on them and what they would like to change. After the individual assessment meetings we consider if the dispute can be resolved through mediation or not.

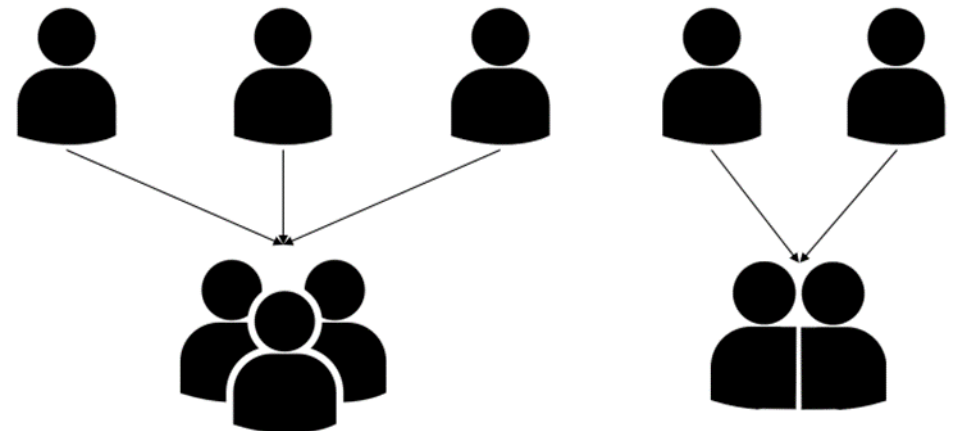
What is Case Development?

After assessment we come back to each person and, if we are going to proceed, invite them to do some preparation work for a shared dialogue. During this we check out what will make it safe and worthwhile for each person to talk openly and honestly with the other person about the issues at the heart of the dispute.

If the dispute is not suitable for mediation we also come back and let you know.

Where a dispute involves multiple parties it is usually necessary for us to start clustering parties into small groups to continue the case development work and prepare for the shared dialogue.

Individual Case
Development



Cluster Case
Development

Mediation Information Sheet

What is a Shared Dialogue (mediation)?

In mediation all parties come together with the two mediators to explore the issues that are leading to the disagreement. They talk about the impact of the disagreement on themselves, each other and their work/family/neighbourhood. Together we look for ways to find a resolution to the disagreement that works for everyone and which is achievable and sustainable.

What is a Restorative Conference? (Multiple party mediation only)

A restorative Conference is an opportunity for all parties involved to mark what has happened, to understand how the agreement helps them to move on, and to start the process of reconnecting amongst one another. This is an important step in finalising the agreement amongst all the parties to ensure it is sustainable in the longer term.

What is an Agreement?

If people take part in mediation there is usually a short written agreement/summary at the end of the process stating what each person has agreed to do in the future. It also says what they will do if they find themselves facing a new disagreement in the future. All people who have participated in the mediation sign off on the agreement.

What does Consolidation and Consideration mean?

Doing things differently can be challenging and so people get time to trial the things that they have provisionally agreed to. In this trial period people get the chance to see if the agreement can really work in the longer term.

Mediation Information Sheet

What is Closing?

At the end of the shared dialogue, agreement making and consideration all of us meet together one final time to sign off the agreement/confirm the intention to do things in the newly agreed way and to say good-bye.

What if mediation isn't suitable? Or if additional support is necessary?

Our commitment to the parties we work with is to support them as best we can through the difficulties they are facing. On occasions mediation won't be a suitable approach, or some parties may require additional support as they work through a disagreement.

We have a range of approaches we use to provide support to parties including accompaniment and resolution coaching. We will explain these in more detail and recommend they are implemented as and when we identify a need for them.

How do I find out more or request mediation?

If you would like to know more you can contact us at:

Mediation Northern Ireland

83 University Street

Belfast, BT7 1HP

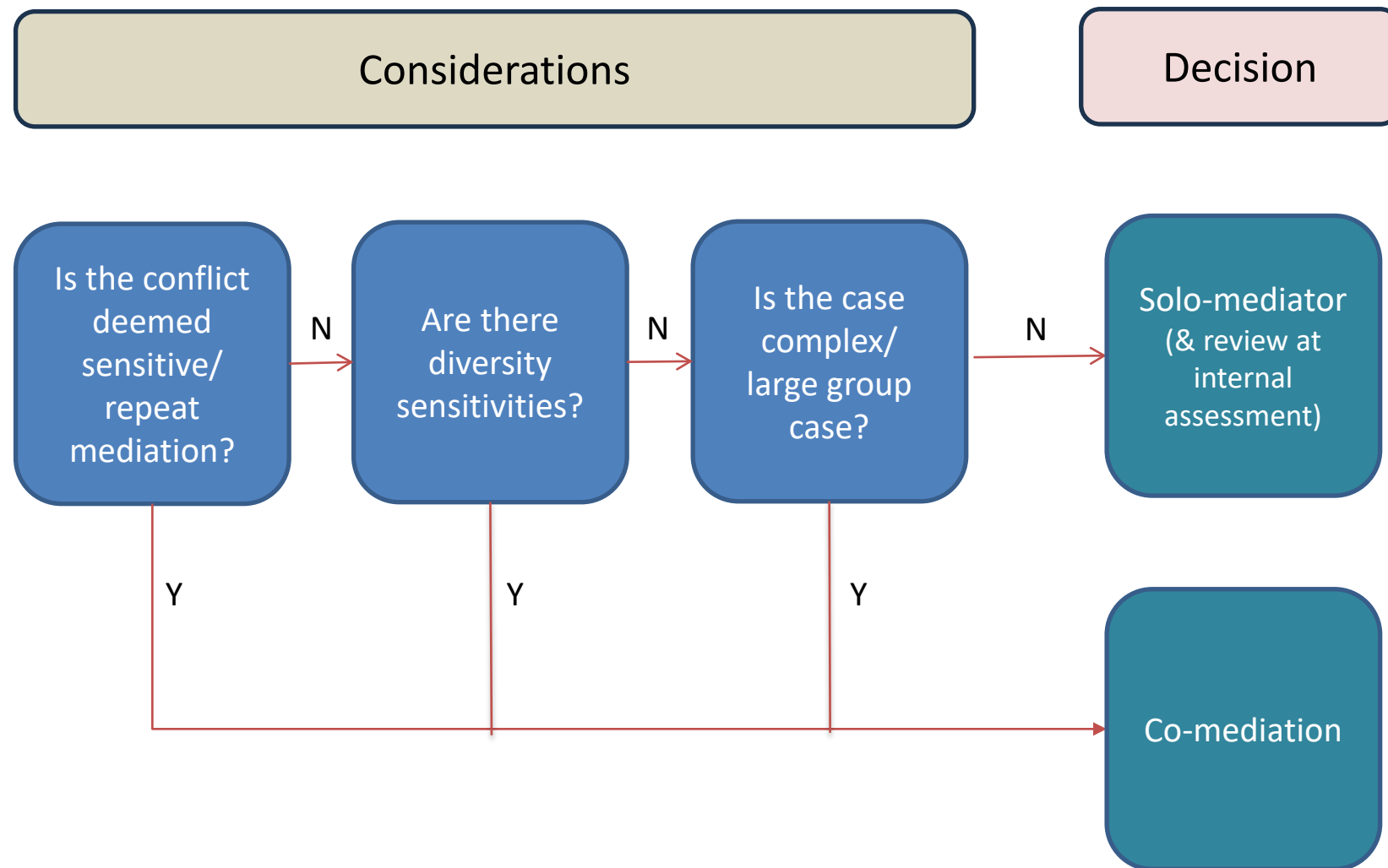
Tel: 028 90 438614

Email: info@mediationni.org

Solo or Co-Mediation

The flowchart shown is used to determine if a case will require solo mediation (1 mediator), or co-mediation (2 mediators)

If solo mediation is recommended, we will always request your authorisation to proceed if it is later determined that a second mediator is required. This can sometimes be the case if additional information comes to light at any stage of the process.



Mediation NI's Core Values



Integrity

Confidentially delivering on our promises.



Respect

Recognising the innate dignity and value of others.



Justice

Working through the principles of impartiality and fairness.



Nonviolence

Actively encouraging positive peace.



Creativity

Striving for innovation and supporting others to generate new ways forward.



Courage

Facing challenges with confidence and perseverance.

IMI Code of Conduct can be found via the following link:

[IMI's Code of Professional Conduct — International Mediation Institute \(imimmediation.org\)](https://www.imimmediation.org)

Complaints, Appeals & Grievances

Where possible, raise your concerns with the practitioner (mediator, facilitator, coach etc). If this does not produce a satisfactory result then the following steps should be followed.

Stage 1 Where your dispute is not resolved with a practitioner the matter should be raised with the Operations Director (Rob Colwell) by the Party, and a reply given within 7 days. The Operations Director will meet with the party within 7 working days. An independent support person may accompany the party. A response is given to the party within 7 working days

Stage 2 If the Party or practitioner(s) are dissatisfied with the outcome of stage 1 the Operations Director will make arrangements to formally hear the complaint with the practitioner and party present within 5 working days. An independent support person may accompany the party.

Stage 3 If the Party or practitioner(s) are dissatisfied with the outcome of Stage 2, a request may be made that the Operations Director raise the matter with the Mediation & Development Director (Laurie Randall) of Mediation Northern Ireland. The Mediation & Development Director will make arrangements to hear the grievances/complaint and the Party may be accompanied as in Stage 2. The Mediation & Development Director will seek to reach an agreement satisfactory to both sides (through a mediation process if appropriate). Where this is not successful Stage 4 will be the final stage in the process.

Complaints, Appeals & Grievances

Stage 4 Either the Party or practitioner(s) can have the matter raised with a Panel. The panel will be made up of two members of the Executive Board of Mediation Northern Ireland and an independent member, external to the organisation. The panel will hear the grievance/complaint and the Party may be accompanied as in stage 2. The panel's decision is final.

Note: For stages 1,2,3 and 4 Mediation Northern Ireland will keep a record of all meetings and outcomes.

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