



CCR

INTERNATIONAL

Canada's premier WORKPLACE
conflict resolution firm

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MEDIATION

When in conflict, disputants often find the assistance of a neutral third party to be essential in resolving the situation. CCR International's Mediation process provides a forum for people in conflict to explore and resolve issues with the help of a third party. CCR International Mediators will impartially listen to all sides, facilitate discussion, and assist disputing parties in reaching mutually agreeable solutions.

With a comprehensive understanding of conflict dynamics and conflict management styles, CCR International Mediators will work with disputing parties to clarify issues, identify interests, and generate options for resolution. The Mediator's role is one of neutral facilitator. With no vested interest in the outcome, the Mediator can focus on the interaction between disputants, facilitating understanding and dialogue.

The Mediator will begin by speaking to each of the disputing parties individually. This gives each individual an opportunity to clarify concerns and for the Mediator to fully explore the perspective of each party. The Mediator will also take this opportunity to prepare each party for the Mediation process, explaining how the process works and how each party will be expected to participate.

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When the Mediator brings the disputing parties together, the Mediator manages the discussion in such a way that disputants have equal opportunity to speak and to listen. Through this dialogue, disputants build a greater understanding of the issues, develop more awareness of each other's viewpoint, and are encouraged to generate solutions that will be satisfactory to both parties. It is this atmosphere of forthright communication that leads to mutual agreements.

The Mediation process allows the disputants to resolve their differences in a manner that maintains civility and the dignity of both parties.

Mediation has numerous benefits for the disputants and for the organization as a whole:

- Disputants have personal control over the process and the outcome. Mediation is not a "cookie cutter" approach to conflict resolution. It allows the disputing parties to address the issues that are important to them and to find solutions that work for them.
- Mediation focuses on finding mutually agreeable solutions. Through mediation, the disputants search out and agree on the resolution of the conflict. The solution is not imposed upon them. Because the disputants are involved in the resolution process, they are more likely to be satisfied with the results and willing to comply with the agreement. Therefore, mediation agreements are long-lasting.
- Mediation is generally a less expensive and less time-consuming process than litigation. Organizations that utilize mediation find that conflicts can be addressed quickly and with significantly reduced costs – in both professional fees and employee time.

Mediation can be successful in many disputes arising in the workplace that might otherwise be resolved through litigation. While each conflict situation needs to be assessed to determine the suitability of the mediation process, mediation can be used in almost any dispute where both parties have a desire to resolve their differences and are willing to work with the mediator.

Mediation is particularly useful in workplace conflicts that occur in the context of an ongoing relationship. In other words, the Mediation process allows for the preservation of a work relationship that is often impossible following more formal processes such as Arbitration, Investigation, or Litigation. Where it becomes evident that a work relationship will not continue, Mediation can be useful in developing an amicable termination of that relationship.

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Toll Free Ph. 1 888 421-7822

Toll Free Fax. 1 888 720-9862

Email info@ccrinternational.com

Web www.ccrinternational.com