

Conflict in the workplace is costly — Acas can help

Workplace disputes and conflict take up your valuable time and distract employees from the job. They often result in absence and can mean you lose valuable people. That means lost productivity, not to mention stress for you, your managers and other employees.

Mediation

Mediation helps people who don't see eye to eye sort out differences quickly. In appropriate cases, it is an informal and economic means of solving the problem and getting people back to work. It is flexible and can be tailored to the specific circumstances.

What is mediation?

Mediation is an informal way of sorting out disagreements or disputes in the workplace. Mediation can avoid the need to use more formal or legal procedures. It involves a neutral third person working with those in disagreement or dispute to help them reach an agreement that will sort out their problems. It is a confidential and voluntary process.

When conflict does arise, we want your managers to be able to handle it better and to recognise when calling on an Acas mediator, or one of your own employees trained by us to act as a mediator in your workplace, could help.

We firmly believe that this approach reduces the prospect of a dispute escalating, and perhaps ending up at an employment tribunal.

How Acas can help

We believe in helping employers and employees to manage conflict themselves through our mediation training. We can provide training in dealing with conflict and in mediation for you and your staff, at times and locations to suit you. But sometimes outside help is needed and you can call on one of our mediators. At Acas, we have an excellent track record in helping to resolve disputes.

Ref: wwyGMediation

acas

inform

advise

train

work
with you

We can:

- Advise on the options available to deal with conflict and resolve workplace disputes.
- Train line managers to handle difficult day-to-day conversations and avoid unnecessary conflict. Training can be designed flexibly to meet the needs of your business.
- Provide an independent mediator to help resolve workplace conflict, typically at an early stage where the employment relationship is continuing. Our experience shows that mediation is particularly useful to address disputes between individual workers or small groups and those between individuals and their line manager. The approach also has benefits in helping with return to work programmes when conflict has been a major factor in an individual's absence from work.
- Help develop your own workplace mediation scheme and provide guidance about how mediation can be integrated in to your organisation.
- Train and accredit your own workplace mediators and award successful candidates our accredited Certificate in Internal Workplace Mediation (CIWM).

Why choose Acas?

Acas is:

- An organisation that everyone trusts to be objective and even-handed
- Involved in resolving around 80,000 employee rights disputes every year
- Experienced in working in both public and private sectors and non-unionised and unionised environments.

Our local advisers are just a phone call away.

80% of people who used Acas mediation said that their problems were partly or fully resolved.
87% of trainees on our CIWM were very satisfied with the course.*

Contact us

For more information about Acas mediation, visit www.acas.org.uk where you can see a short film about mediation which gives you a taster of what it can be like. Or call the Acas helpline on **08457 47 47 47**. We can then arrange for an adviser to contact you to talk through how we can help.

**Acas customer satisfaction survey April-June 2007*