

A background image showing two people shaking hands in a professional setting. The person on the left is wearing a white shirt and orange pants, and the person on the right is wearing a blue suit. The background is blurred, showing other people in a hallway.

GETTING THE MOST OUT OF MEDIATION

Mediation occurs between two employees who are having difficulty resolving differences that impact their ability to work together. Employees must have their supervisor/manager involved as success resides with accountability and work time is used for this service.

EMPLOYEE **A**SSISTANCE **P**ROGRAM

sfhss.org/well-being/eap

FAQ's and guidance on utilization of mediation services.

Who initiates mediation? A manager or supervisor should make the initial call to EAP. A consultation will take place with an EAP counselor to determine if mediation is the best tool for resolving the specific conflict.

What happens next? If mediation is deemed appropriate by your EAP counselor, an initial 1.5 hour mediation session is scheduled by the manager or supervisor calling.

Is mediation voluntary? Yes, it must be voluntary in order for both parties to have buy-in to the process. Your EAP counselor will discuss with you how to refer the employees.

How many sessions does it take? Up to 3 – 1.5 hour sessions to reach a mediation agreement that is signed by both employees.

How is the supervisor/manager involved? The supervisor/manager will receive a copy of the final agreement from the EAP counselor. The supervisor/manager will be engaged in a concluding consultation with the EAP counselor to review the agreement, answer any questions and discuss employee and supervisor/manager accountabilities including the involvement of HR when necessary.

What if one or both of the employees do not want to participate in mediation? We will handle it as a regular management consultation and may suggest the involvement of HR.

