



Support Your Team Members by Resolving Issues with Mediation

EAP Mediation Services

Employee Assistance Program (EAP) counselors are Licensed Marriage Family Therapists (LMFTs) who are ***Certified Workplace Mediators***. We are trained and certified by the Mediation Training Institute and have extensive experience in organizational interventions and assessing interpersonal issues to determine the best course of action for each situation. Learn more at sfhss.org/eap/mediation.

EAP MEDIATION SERVICES

Why Mediation?

EAP mediation services are led by experienced LMFT counselors who are trained and certified in mediation. Mediation may be recommended or in conjunction with training, coaching or 1:1 counseling. We specialize in power organizational interventions and assessments and can help with simple or complex mediation cases.

How Long Does Mediation Take?

EAP's mediation process includes the initial phone call, consultation, and if mediation is appropriate, a pre-mediation meeting with each participant separately. Mediation includes up to three 2-hour sessions.

Does My Supervisor Have to Be Involved?

Typically, a supervisor or manager is involved for scheduling time away from work to attend mediation during regular business hours. Employees are allowed to use City time for mediation. We also specialize in power differentials between employees and supervisors or managers.

What is the Difference Between *EAP Mediation Services* and *Peer Mediation*?

EAP Mediation is led by experienced Licensed Marriage Family Therapists (LMFTs) certified in workplace mediation with extensive experience in organizational interventions and assessments.

What if there are Problems with an Entire Team?

An integral part of SFHSS EAP's mediation services is the initial consultation to determine the best intervention for the problems presented. This may result in coaching, training, individual EAP services and/or referral to other resources.

How Do I Get Started?

Call EAP at **(628) 652-4600** or **(800) 795-2351** and request mediation. An EAP Counselor will contact you to set up a consultation meeting.

WE'RE HERE **For You**