



Accredited Workplace Mediation with Mike Fleetham

Conflict at work is inevitable but it can often be a healthy and creative process. New ideas, innovations, solutions and stronger professional relationships can emerge when the dust has settled after a disagreement or debate. However, sometimes a difference or misunderstanding can escalate over time into something far, far worse, much worse than the incident or situation that caused it. Then productivity goes down, people take time off, or take sides, they get ill, and the workplace becomes toxic. People avoid each other and focus on a perceived grievance rather than their roles.

Impacts can be significant: A person who is on the receiving end of incivility can have their cognitive function reduced by up to 60% - this affects decision making and rational thought; managers spend on average 9 days dealing with a workplace conflict and in severe cases a grievance can cost over £20000 – even before legal fees. People don't choose conflict. They find themselves there and sometimes need a little help and support to move forward.

Approach

Mike offers confidential, non-judgemental and structured workplace mediation. Over the course of a day he meets with each party separately to really understand their story. He then facilitates a meeting with both parties where each person can safely express their point of view and needs. He then supports both parties in finding a practical way forward together and in creating a solution that is sustainable because they've worked it out for themselves. The process is voluntary – people have to want to address their challenge and commit to working towards a resolution.

Impact

Thank you Mike - a useful process that has led to some positive progress - Senior Leader

Reduced stress and anxiety around returning to work. Helped to resolve a work place issue to allow the team to function more effectively – Senior Leader

Mike's work has enabled me to be confident and sensitive with a very difficult colleague and to keep the business profitable. - Executive Leader

Costs

Mike's charges vary with your location and the nature the situation. Mediation generally takes place over a single day with before- and after- conversations with all parties involved. Please enquire.



Mike Fleetham is an ILM-qualified Level 7 executive coach and accredited workplace mediator with over 20 years experience in education and business. He is also a learning designer, trainer and author of twelve books. He designed and runs the award-winning website www.thinkingclassroom.co.uk. Mike supports many schools and businesses to become more effective through enriched teaching, training, learning and leadership. Contact Mike for further information about workplace mediation.

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