

Appendix F. Mediation Program

MEDIATION GROUND RULES

1. Each party will review and sign the agreement to participate in the mediation before the session begins.
2. Respect each other and the mediation process.
3. Do not interrupt when the other party is speaking.
4. No name-calling or put-downs.
5. There will be no violence or threats of violence.
6. Direct the course of the conversation through the mediator.
7. Take a break as necessary, but respect the confidentiality of the mediation process.
8. Notes and other documents used in mediation are confidential and turned over to the mediator at the end of the session to be destroyed.

EMPLOYEE RELATIONS OFFICE:

District Central Office
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Tucson, Arizona 85709-1310

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AA/EEO/ADA Employer

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PIMA COMMUNITY COLLEGE

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MAKING THE MOST OF MEDIATION

An Informative Guide to Resolving
Conflict in the Workplace

What is Mediation?

Mediation is a form of dispute resolution that uses an objective third party (mediator) to help people in conflict (disputants) resolve their differences. **Mediation is voluntary and both parties must mutually agree to participate.**

What are the Benefits of Mediation?

Mediation is a popular and effective alternative to the more traditional methods used to resolve conflict. Mediation allows both parties to discuss and resolve their problems with an objective third party who will not judge them or make decisions for them. This confidential, impartial forum often helps people in conflict preserve important relationships and improve communication.

What is the Mediator's Role?

The mediator is an impartial third party who assists the disputants in identifying, discussing and clarifying the issues that created the conflict in the first place. Mediators are College employees trained in the mediation process, who volunteer their services.

How long does Mediation Take?

A mediation session can take place in one day or one hour. Mediation takes less time than administrative grievances, investigations or court proceedings.

How Does Mediation Work?

Mediation typically occurs in four steps:

Step 1. The Opening Session

The mediator explains the mediation process and the ground rules. Both parties discuss the problem with the mediator.

Step 2. The Private Session

Allows each person to discuss private issues with the mediator. The private sessions help the mediator to further identify key elements of the conflict.

Step 3. The Negotiation Session

Once the issues have been identified, the mediator assists both parties in finding points of compromise and agreement.

Step 4. The Agreement

With the mediator's help, both parties negotiate until they reach a mutual, informed agreement. Both sides participate in creating the language of the agreement. Once the agreement has been read and signed by both parties, each side must honor the terms of the agreement.

These four steps are not always necessary. Sometimes the parties just need to communicate with each other with the help of an impartial third party as the facilitator.

What about Confidentiality?

Mediation is a confidential process, which means that information disclosed in mediation sessions cannot be discussed with anyone. However, there are exceptions to confidentiality that mediators are required to report. Admissions to crimes, felony violations, and threats of harm or violence are not confidential and must be properly reported.

Who Can Participate In Mediation?

Mediation is available to all Pima employees at all levels and can be requested by either party at the first sign of conflict. However, mediation is voluntary and both parties must mutually agree to participate. It is also important to keep in mind that all complaints are not appropriate for mediation if there are issues that involve violence, illegal conduct or behaviors that violate College policies and procedures.

If I Have a Conflict or Complaint, How Can I Request Mediation?

Mediation is a part of Pima's internal complaint process and can be requested by contacting the Employee Relations Office at 206-4807. However, you should first attempt to resolve the conflict with the other party with the help of your direct or next level supervisor.