

**HR**

# ACCREDITED MEDIATOR



**OUR ACCREDITED MEDIATOR (DEANNE BAKER)  
FOR ANY OF YOUR WORKPLACE GRIEVANCES  
THAT REQUIRE SOME OUTSIDE ASSISTANCE  
TO MEET A RESOLUTION.**

The process that we use for mediation is the model recommended by the Department of Justice and the Dispute Resolution Centre, which is a 10 step process.

Each mediation involves an intake meeting which is individual with the parties to establish the nature of the conflict and expectations of the participants. The process of mediation is explained to ensure the participants understand that mediation is a voluntary non legal process where they have control over the content and any outcomes. This is usually conducted a few days before the scheduled mediation session.

During the mediation session the mediator will ensure that each party has an opportunity to express what has brought them to mediation and what they want to achieve from the session.

The parties discuss options and ideas on moving forward and future requirements. The aim is that parties come to a mutual agreement. Should the parties be able to mutually agree on an agreement to move forward, the mediator will assist in generating this agreement (verbally or written) depending on the needs and requests of the parties.

The mediator is impartial and is not there to make decisions, judgements or provide solutions, they are there to guide the participants in exploring the conflict with a view to raising awareness and perceptions of the other party to allow a mutual resolution to be achieved.

Mediation does not guarantee a resolution or a commitment for the parties to enter into an agreement, this is completely up to the parties involved and their willingness to find and agree to solutions that help the conflict move forward. The mediation provides the framework and process for the parties to discuss their concerns, thoughts and feelings in a safe and constructive environment.

Contact Phoebe Kitto to find out more today

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