

# MEDIATION

*Resolve disputes and regain efficiency*



## WHO IS IT FOR?

Any groups, teams or individuals facing conflict at work.

## FOR WHAT PURPOSE?

Mediation is an intervention that consists of putting in place an efficient collaboration between two individuals, or between an individual and a situation, or between two situations.

It entails going much beyond “re-establishing dialogue” or “putting in place a winning strategy”. What characterizes this intervention, what makes it necessary, is the redundancy of the interactional sequences that generate pain.

Mediation is necessary in crisis situations. This type of assignment requires the smooth and tactful handling of emotions which often run high.

## HOW DOES IT WORK?

### ● Choosing the approach to be implemented

Methods are discussed to select and define the most suitable approach.

### ● Setting up the mediation contract

On this occasion, you will decide jointly on: the objectives for the coaching and the indicators associated with each objective.

A tripartite coaching contract will be drafted further to this session.

### ● The sessions

- › Sessions take place between the mediator and the individuals involved in the conflict.
- › They take place preferably outside the organisation.

### ● Closing meeting

A tripartite post-mediation debriefing session takes place.

## WHAT ABOUT THE MEDIATOR?

Before intervening, and during the intervention, the mediator must keep three questions in mind that serve as common themes and that ideally ensure their relevance over the course of the intervention:

1. What is the point of the apparent impossibility to collaborate? This supposes a systemic analysis.
2. How do they fail to collaborate efficiently? Here, the fact of situating oneself in paradoxical logic is inevitable.
3. How will they use me in order to fail to collaborate? This question forces the intervening individual to know how to simultaneously be actor and spectator of his or her relation with the protagonists.