

# Workplace mediation explained

A guide for managers, HR professionals, and business owners.

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## What this guide covers

Workplace conflict is common. Left unmanaged, it drains productivity, affects wellbeing, and can escalate into formal complaints or legal processes. This guide is for managers, HR professionals, and business owners who want to understand when mediation is the right tool and how to use it effectively.

## What workplace mediation is

Mediation is a structured, voluntary, and confidential process where a neutral third party helps people in conflict have a productive conversation. The mediator does not decide outcomes. The people involved do.

It works best when the goal is to restore or rebuild a working relationship, or to reach a clear, workable agreement that both parties can live with.

## When mediation is the right tool

- Two or more staff members are in ongoing conflict that is affecting their work or the team around them.
- A grievance has been raised but formal disciplinary action has not yet begun.
- A working relationship has broken down and you want to give it a genuine chance before parting ways.
- Complaints are escalating and the parties are not talking directly.
- A restructure, change in management, or other transition has created friction.

## When mediation may not be appropriate

- There are allegations of serious misconduct that require a formal investigation.
- One party is unwilling to participate voluntarily.
- There is a significant power imbalance that cannot be appropriately managed in the process.
- Safety concerns exist that require immediate management action.

## How to introduce mediation to staff

The framing matters. Mediation works best when it is offered as a genuine option, not a management directive. Try something like:

***"We know things have been difficult between you and [name]. We would like to offer you both the chance to work through this with a professional mediator, in a confidential setting. There is no pressure to agree to anything, but we think it is worth trying."***

Avoid language that implies fault or failure. Position mediation as a resource, not a consequence.

## **What the process looks like**

**Initial enquiry:** Contact Taz for a free 15-minute call to discuss whether mediation is suitable.

**Intake sessions:** Taz meets separately with each party to understand their perspective and prepare them for the joint session.

**Joint mediation session:** Both parties meet with Taz, usually for a half or full day depending on complexity.

**Written agreement:** If an agreement is reached, it is written up clearly and provided to both parties.

**Follow-up:** A check-in is included to confirm the agreement is holding.

## **Fees**

In most workplace matters, the employer covers the cost of mediation. Current fees: \$150 intake per party, \$1,100 half-day session, \$2,000 full-day session. A free 15-minute initial call is always the first step.