

Workplace Harmony Solutions (incorporating Workplace Conflict Resolution)

When to engage an Accredited Mediator

Presented by:
Catherine Gillespie
Managing Director



In this interview I speak with....

Matt Connell



Currently:

General Manager People & Culture

Multicultural Community Services Geelong

To find out more about Matt visit:

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Some of Matt's take away 'top tips':

Appreciating the skills of an Accredited Mediator:

- There is a difference between formal mediation and 'having a chat' with a staff member
- Being able to have a structured conversation as part of a formal conflict resolution approach
- The ability to listen effectively
- The ability to help parties reach resolution by using particular techniques

Why use an External Accredited Mediator

- Internal managers can be perceived as biased by the affected party/parties
- Accredited Mediators have the skills to support parties to reach resolution. Prompt resolution is necessary for productivity, employee morale, employee engagement and retention rates

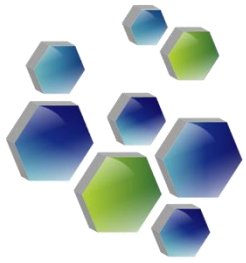
When to use an External Accredited Mediator

- Consider for how long the issue has been effecting one or more employees and the business
- Consider the seriousness of the matter and the need for a formal agreement to be reached & documented
- For a 'tough' situation that could escalate to become a formal matter
- To assist with 'external formal processes' with external agencies (ie Commissions, courts etc.)
- When internal staff don't have mediation skills or internal mediation has not fully resolved the matter



Some of Matt's other insights:

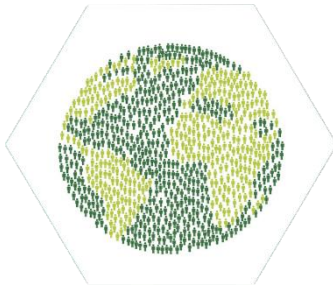
- It's important to know why things didn't work when you were trying to make things work
- Conflict resolution is not a quick fix
- People leaders should be skilled to have 'the necessary conversations' and know to keep files to demonstrate what has been done to try to 'stop the situation' from escalating
- People leaders should want to help staff resolve their workplace issues
- There is too much fear in conflict situations



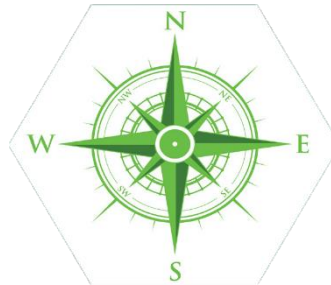
Workplace Harmony Solutions

Redefining Workplace Harmony
Incorporating Specialist Division Workplace Conflict Resolution

Redefining Workplace Harmony



Culture



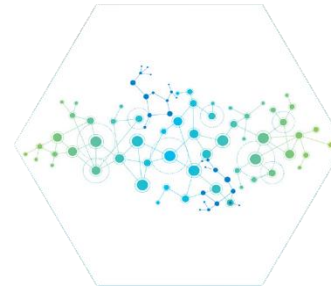
Leadership



Performance



Strategy



Communication



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Workplace Conflict Resolution

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