

## THE STEPS IN HAVING A MEDIATION CONDUCTED THROUGH THE STATEWIDE MEDIATORS POOL

Mediation is a process whereby a mediator, who is an impartial third party, acts to encourage and facilitate the resolution of a dispute without prescribing what it should be.

The objective of mediation is to help the disputing parties reach a mutually acceptable agreement. The Statewide Mediators Pool has been established as a resource for state agencies seeking third party neutrals to assist in resolving employment disputes at an early stage.

An agency's human resources director is responsible for identifying disputes suitable for the mediation process. If both parties agree to participate in a mediation conducted by a member of the Statewide Mediators Pool, their dispute will proceed through the process outlined below.

### MEDIATOR REQUEST

The parties involved in the dispute voluntarily agree to participate in mediation. They complete a Mediation Request Form with the assistance of their agency's human resources director. The completed Mediation Request Form must be forwarded to the Statewide Mediators Pool Coordinator at the state Human Resources Division who maintains a roster of mediators.

Registered mediators with the Statewide Mediators Pool:

- have a background in human resources;
- have completed a course in mediation theory and skills;
- attend yearly training to enhance mediation skills; and
- have been nominated by their agency directors.

Mediators on the roster are employed by agencies throughout state government or employed in the public sector.

### SELECTION OF THE MEDIATOR

The Statewide Mediators Pool Coordinator will select a registered mediator from the Statewide Mediators Pool and forward the name of an available mediator to the requesting agency's human resources director.

### SCHEDULING OF THE MEDIATION

The mediator will work with the agency's human resources director to schedule the time and location for the mediation conference.

### THE MEDIATION

During the mediation, each party may be meeting individually with the mediator or jointly with the mediator and the other party. The mediation process is informal and non-adversarial. The focus is on resolution of the matter, and not who is right or wrong.

Each party may have a maximum of three representatives in the conference, including themselves.

### AGREEMENT

The agreement will be reduced to writing and signed by both parties. The mediator will provide a copy of the agreement to the agency's human resources director for approval and to the state Human Resources Division for statistical purposes.

End of Mediation Process with the Statewide Mediators Pool.

### NO AGREEMENT

The mediator can end the mediation process by informing the parties in writing. Either party may also decide to withdraw from mediation at any time. The mediator will notify the state Human Resources Division if an impasse has been reached.

End of Mediation Process with the Statewide Mediators Pool.