

Mediation



Mediation is a process for resolving a conflict in which a mediator assists the clients to resolve their own conflict. Mediation can help employees to move past issues in order work together effectively. Conflict is often viewed as being very negative, however, conflict is a social process which is common and an essential feature of human existence. The process is voluntary as well as confidential and the mediator does not participate in the outcome of the mediation. This process is reserved for high performing employees who need help creating their own agreements with other employees about how they can best do their work.

Our OD Team offers mediation from trained mediators. The role of the mediator includes the following:

- Build, maintain, and improve communication between the clients
- Facilitates information between the clients
- Cultivate a willingness to engage in a cooperative negotiation

Please contact OrganizationalDevelopment@uams.edu for more information.