

Mediation Hertfordshire
welcomes you to

“Let’s Talk!”



Workplace Mediation

Resolving Conflict + Rebuilding Relationships



Manager of Mediation Hertfordshire

Maria Kraithman

“Let’s Talk!”



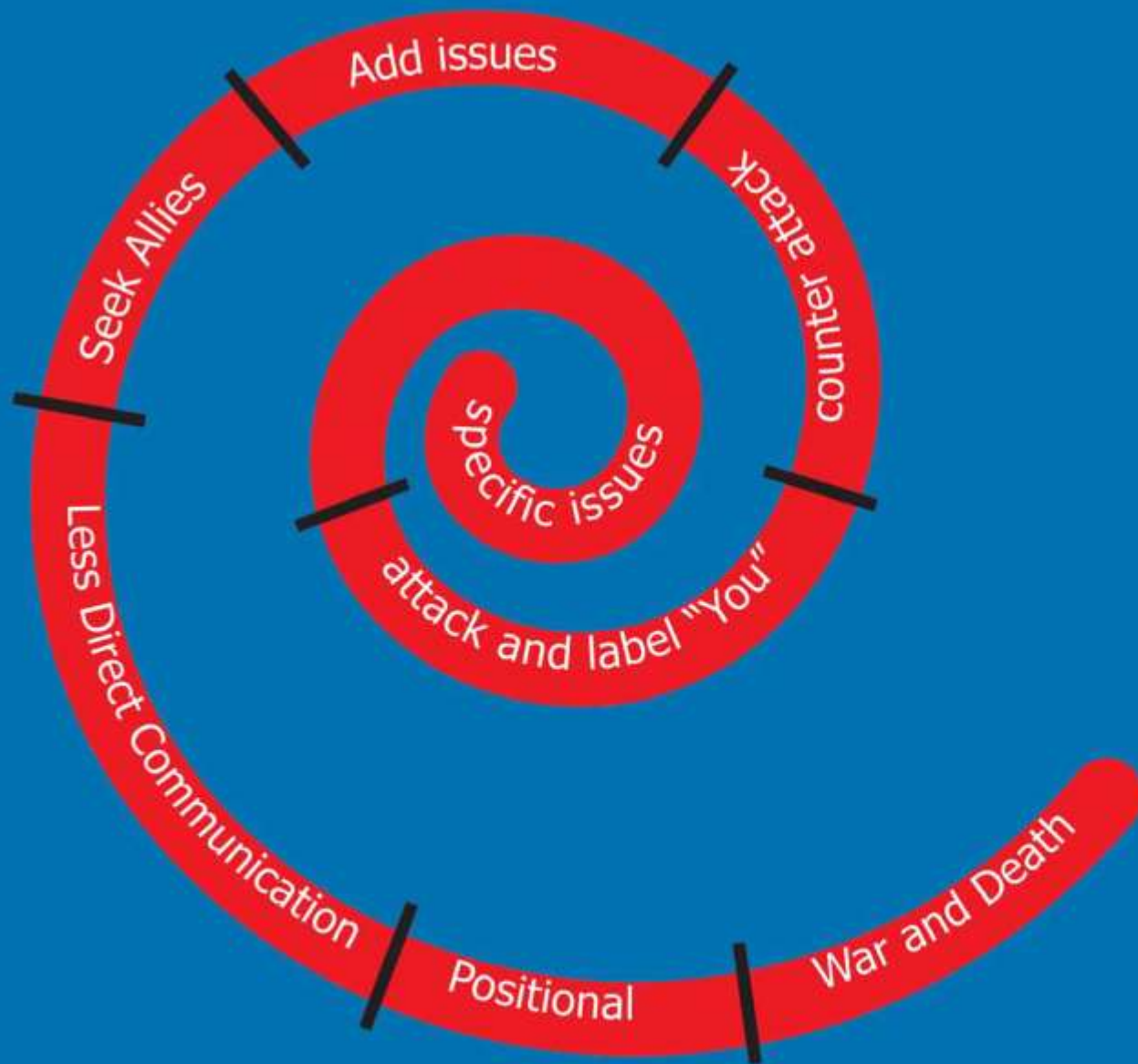
"Managing Emotions"



The Human Story

"The Conflict Spiral"





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The Human Story



"The Case for Mediation"

Mediation is:-

- Confidential
- Enables people to make their own decisions
- Future-focused
- Achieves a win:win outcome
- Keeps reputation of individual parties intact

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“The Case for Mediation”

Mediators are:

- Highly skilled & trained
- Independent
- Impartial
- Empathic
- Focus on facts and feelings
- Committed to achieving positive results

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"The Business Case"

Issues for Schools as Employers



“Why Mediation?”

- To improve relationships between employees.
- To reduce the stress involved in using more formal processes.
- To retain valuable employees.
- To reduce the number of formal grievances raised.
- To support an organisation culture focussing on managing & developing people.
- To avoid costs in defending employment tribunal claims.
- To reduce sickness absence.
- To maintain confidentiality.

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“Mediation for Schools”

- For issues affecting staff relationships (workplace mediation).
- To support school governance when there are differences between Governors and paid staff.
- To support children & young people who are affected by adult disputes.
- To train children as peer mediators, who can help with playground arguments and relieve pressure on teaching staff.

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“Positive Pupil Welfare”



“Let’s Talk in Schools”

- 12 month project, funded by The Big Lottery ‘Awards for All’
- Open to Hertfordshire schools in four areas – Hemel Hempstead, Stevenage, South Oxhey/ Watford and Borehamwood.
- Funding was for 12 full mediations offered to parents in dispute, which was having an effect on children/young people in the school environment:-
 - bullying, absenteeism, class disruption, underachieving, mental health issues etc.
- Working with Dacorum Family Services, schools family workers, e-safety and anti-bullying advisers, schools partnerships and individual School Heads.

“Results”

- 34 adults and 32 children engaged in project.
- 15 cases were processed of which 8 went to a round table situation.
- Majority of cases were as a result of divorce/separation and new family circumstances – some were inter-generational.
- Some cases were very protracted and involved many support services.
- Although not all cases went to a joint meeting, it did make adults involved think about how their behaviour was affecting their children.

“Project Conclusions”

- There is a great need for this type of work within the school environment.
- All areas of Hertfordshire would benefit as deprivation can come in many forms.
- Project partners benefited by resolving casework issues and being freed up to tackle other case work.
- Schools benefited by being supported with pupil issues in school. Evidence of less disruption in the classroom and at break times. In one case, an offer of play therapy.
- **Cases are still coming in!** Some new funding for Dacorum schools. Currently looking for Hertfordshire wide funding to support schools.

Case Study Examples

- Governance Issues
- Parental behaviour adversely affecting children in school
- Peer Mediation Training

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“Contact Details”

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