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Reference

I attended a workplace mediation with Harvinder acting as the mediator. This was the first "live" mediation that I had observed after training. The dispute was in a church organisation, between a superior and her direct report.

The direct report had brought a grievance of bullying against the manager, appealed but failed to win. Harvinder was entering the scene at this point.

There was clearly defensiveness from both parties (that emerged from private meetings) but also potentially a mutual willingness to manage the current situation better.

Harvinder had an informal approach that was conducive to each party confiding and revealing information to him about how each felt. He put each participant at ease and this helped cover ground quickly. He was also able to invite the parties to see the situation from each person's point of view.

The mediation illustrated that while there is a text book approach to mediation, the likely successful route is to adapt to individual circumstances and act flexibly.

Harvinder assisted the parties in arriving at some agreed points of conduct, particularly involving better clearer communication and agreed work schedules between the parties and this, I believe, enabled them to leave with hope of an improved work situation the next day.

Yours

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