



## DR. DEBRA DUPREE

PSYD, LMFT #23250

### WELCOME to the Workplace Conflict Management Process!

Conflict can erupt any time between two or more people where differences exist in beliefs, expectations, attitudes, concerns, hopes, fears, values and needs.

Unless managed in a way that preserves ongoing relationships, like those we have at work, these differences can grow to major disruptions in how we work, live, and feel about ourselves and others. Sometimes these differences create business problems in how the organization runs their departments, deliver services, or meet community expectations.

Mediation focuses on resolution of 'people differences' at the lowest level with a mindset that 'people differences' may be triggered by larger organizational and/or process-system challenges. Those types of challenges, while real, are not within the scope of resolution by the parties in mediation but may be identified and addressed separately.

Dispute resolution processes (like workplace mediation) are successful up to 90% of the time in reaching mutual agreements that resolve differences between people. Parties who engage in mediation report a high degree of satisfaction and success in being able to work through difficult situations. Isn't that worth trying? See also benefits outlined on Page 3.

### Here's how it works:





## STEP ONE:

CONFIDENTIAL sessions held with appropriate representatives of the organization to understand the business problem created by impaired working relationships and lay the foundation for next steps.



## STEP TWO:

Individual, confidential sessions held with each of the key parties in the conflicted relationship to identify the issues, engage in pre-mediation coaching and consultation, educate on the scope of the process, and completion of Three Steps to MINDSET Shift assessments. One or more sessions may be held with each party to the mediation session. 1:1 sessions are held via ZOOM and typically last 30-45 minutes each.



## STEP THREE:

A CONSENT TO MEDIATE Agreement is presented to the parties to reflect their voluntary engagement within the mediation process as a good faith effort to resolve the differences between them. The Mediation Session is then scheduled for the two parties to engage with the Mediator and/or Co-Mediators. The parties are guided by the Mediator(s) through a 5-stage process to prepare, engage, and resolve the differences through skilled techniques and a deep appreciation for individual human differences. The process is often accomplished in one session (about 4 hours in duration) but may involve subsequent sessions to work through all the issues presented.

All sessions are currently conducted via ZOOM in a confidential platform amidst COVID-19 concerns. On-site mediation is available upon request and considered depending upon circumstances.



## STEP FOUR:

A memorandum of understanding (MOU) typically results from the mediation session to document the agreements reached in resolving the differences between the parties and the next steps to take for restoration. The MOU is confidential between the parties yet may also be made available to appropriate leadership for oversight and support of the restoration process for the post-mediation relationship.



## STEP FIVE:

Upon completion of the mediation process, follow-up is conducted with the parties at the mediation session and the management officials for input on how the post-mediation relationship is evolving and what, if any, challenges exist in achieving the terms of the mediation agreement. Follow-up, as part of the restoration process, typically occurs at 72 hours, 2 weeks, 30-, 60- and 90-day intervals.

Follow-up surveys are sent to the parties to determine their satisfaction with the process and to ensure that the mediation process was facilitated successfully. Additional services may be necessary such as conflict management training, team-building facilitation and/or other customized services. Follow-up sessions may be scheduled as needed should certain issues or challenges require further attention.

## Here are the Benefits of Mediation:

Mediation is a structured, interactive process where an impartial third party assists parties in resolving relationship conflicts through the use of specialized communication and negotiation techniques.

Known as a "party-centered" process, it is an opportunity to focus on the needs, rights, and interests of the parties in dispute. The goal is to repair, restore and improve damaged relations, particularly when ongoing partnerships are essential. And, mediation is successful up to 90% of the time, regardless of the issues or settings involved. Here's why...

- It is a confidential dispute resolution (DR) process.
- Facilitated by a neutral | impartial facilitator(s) with no vested interest in the outcome except to facilitate self-determination, satisfaction with the process, and to reach resolution of the issues.
- Facilitator(s) provides assistance to...
  - > open communication lines
  - > explore issues in dispute
  - > explore underlying interests and concerns
  - > uncover mutually satisfactory solutions
  - > negotiate terms of resolution
  - > structure a voluntary agreement for the parties in conflict
- It is a process designed to guide people to outcomes without coercion from the mediator or by any participant to the mediation.

## WHY PURSUE MEDIATION?

- Mediation is non-adversarial, forward-looking and solution-focused.
- Mediation is 'prospective' rather than 'retrospective' by inspiring hope for a better future through resolution.
- Mediation features maximum self-determination, risk reduction, and control of the outcome through the parties.

## HOW DOES MEDIATION WORK?

- The Mediator orchestrates and manages the process at strategic points through the following:
  - > preparation for the process with each of the parties (pre-mediation)
  - > introductions
  - > opening presentations
  - > joint discussion
  - > private caucusing (1:1 sessions within the mediation)
  - > negotiation of key points for resolution
  - > wrap-up and closure
- Elements vital to the process for each party to the mediation include:
  - > Confidentiality and candor
  - > Open minds, good faith, best efforts
  - > Civility, professionalism and respect
  - > Flexibility and commitment to joint problem-solving
- Participation of all decision-makers | stakeholders is critical for complete resolution of the issues presented.

Remember, the goal of the dispute resolution process is to improve the quality of life and resolve conflict one conversation at a time to foster healthy and satisfying workplaces. Mediation is one form of dispute resolution to achieve psychological safety where we work.

Follow-up services may address other organizational challenges that may be larger in scope and require more time to implement change. Meanwhile, the mediation process and/or 1:1 conflict coaching is designed to address the immediate working relationship(s) in trouble.

Thank you for engaging in the pathway to peace.

Your mediator...

A handwritten signature in black ink that reads "Debra Dupree". The script is cursive and elegant, with the first letters of "Debra" and "Dupree" being capitalized and prominent.

Dr. Debra Dupree, PsyD,

Dispute Resolution Enthusiast | Author | Speaker

619.433.4264

[dr.dupree@relationships-at-work.com](mailto:dr.dupree@relationships-at-work.com)

[Workplace Mediation Services - Dr. Debra Dupree \(relationships-at-work.com\)](http://relationships-at-work.com)