

Organizational Health Workplace Mediation

Within diverse groups of people, conflict is inevitable. In the workplace, the likelihood of conflict is heightened – fuelled by stress, contrasting personalities, job pressures and communication issues. If conflict is left unresolved or only partially resolved, it can affect performance within an organization and affect productivity.

Through skilled third-party intervention, Shepell•fgi's Workplace Mediation gets to the heart of the matter to ensure resolution, while upholding respect for your organization's employees, integrity and business objectives.

Ensuring Conflict Resolution

Drawing on the expertise of a national network of mediators certified by the Alternative Dispute Resolution Institute of Canada, Workplace Mediation ensures the highest standards of quality in mediation services and effectiveness. Mediation begins with a balanced, in-depth investigation that allows the mediator to dissect the conflict's root causes and structure the mediation accordingly.

Our approach provides individuals, groups and organizations with fundamental principles that promote improved working relationships, effective communication and skill development in problem-solving and conflict resolution. The process allows the conflicting parties to craft agreements in order to solidify the resolution. Confidentiality ensures that privacy and respect are maintained during and after mediation.

Conflict, bullying and harassment can destroy the foundations of the most enterprising organizations.¹

1. *Managing Conflict in the Workplace* Edited by Heather Falconer, April 2004

*Strengthening the health
of people and organizations*

Helping Employees and Containing Costs

Depending on the conflict being mediated, Workplace Mediation can:

- Reduce or prevent absenteeism/presenteeism, and potentially short and long-term disability claims
- Reduce or prevent legal action and turnover as a result of poorly managed conflict
- Support a workplace culture of fairness and equity
- Support existing Human Resources policy in the areas of conflict resolution and performance management



Several Factors Drive Cost...Many are Preventable

Shepell•fgi, the leading provider of prevention-focused Employee Assistance Programs, offers an enhanced choice of services that address physical, mental and social health issues. We'll help you identify the factors and health risks that contribute to your organization's rising benefits costs and work with you to create a healthier working environment. You'll have access to expanded health management products and prevention tools that promote early identification of health risks.

Shepell•fgi can help your organization maintain a healthy employee population and a healthy workplace. Ask us about how our expanded health management products and prevention tools can meet your needs.

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work. health. life.