



The Center For Dialog & Resolution is a 501 (c)(3) non-profit organization helping our community peacefully resolve conflicts. Our mission is to provide innovative, high quality, low cost dispute resolution service and training in Pierce County. Our trained, impartial facilitators help you communicate and negotiate with the other party to develop a mutually agreed upon solution to your conflict in a confidential process called mediation. Any agreements you reach must be generated by the parties themselves. If you do not reach resolution, all other remedies remain available.

In order for the Center for Dialog & Resolution to begin the mediation process, the following procedures are involved:

1. **REQUEST MEDIATION:** The Requesting Party (supervisor, manager, HR, self-referral) requests the service by filling out the *Workplace Mediation Request Form* that is provided by the case manager. The signed form can be faxed, emailed, or mailed to the Center.
2. **Mediation Screening Interview:** A Center mediator will contact the Requesting Party or Supervisor to schedule an interview for up to 1 hour to explore the following:
 - a. reasons for the referral and steps already taken in regards to the dispute
 - b. listing any formal complaints or grievances that have been filed
 - c. legal actions pending or planned
 - d. whether parties are represented by a union
 - e. clarification of who should participate and their roles
 - f. desired outcome and levels of confidentiality for agreements
3. **PRE-MEDIATION INTERVIEW:** A Center For Dialog & Resolution mediator will call each party. In essence, the mediator will ask three simple questions and listen carefully.
 - a. Is there a problem?
 - b. Can you describe it to me?
 - c. What would you like to change?

These confidential pre-mediation interviews offer the parties a chance to share their perspective, be heard by an impartial mediator, clarify the key issues they want to address, explore how they can address them without escalating the workplace dispute, and commit to their participation in the upcoming mediation process.



Workplace Mediation Process, continued

4. **PROPOSED MEDIATION PROCESS:**

If methods other than mediation would be more appropriate, or if the Center For Dialog & Resolution is not the most appropriate agency to work with the parties to resolve the issue, the mediator will recommend another course of action.

If mediation is the appropriate choice of action, the Center For Dialog & Resolution mediator will contact the Supervisor or Requesting Party to give a process recommendation: During this step, the mediator will:

- a. clarify if mediation is appropriate;
- b. propose who are the parties to be involved;
- c. recommend a process;
- d. clarify expectations; and
- e. agree on:
 1. parties to participate
 2. date and time for service
 3. location for delivery of service
 4. total cost for agreed services; invoice to be sent
 5. final communication process to all parties involved

5. SERVICE DELIVERY: Following the above steps, the agreed upon service will be delivered as outlined above. In most cases this will be a workplace mediation. However, depending on the circumstances, the services might include a large group facilitation or training.