



This is a regular look at recent news in the world of mediation, focusing in particular on the workplace and throwing in some of my own views for good measure. In this edition I look at a government initiative to make the use of mediation more widespread as well as an interesting article on how mediation is used in the hospitality sector. I'm none too complimentary about a Forbes article and to round it all off something on that ever pervasive topic of bullying.

**Marc Reid**

### Could mediation be utilised more for dispute resolution?

The Ministry of Justice recently asked for views on settling disputes outside of court, a move which would clearly put greater emphasis on using mediation (click [here](#)). To be clear this does not cover workplace mediation. The scope is around civil, commercial and family disputes and the aim is to reduce the amount of cases that are brought before the courts. There is a real need for solutions as the backlog of cases has increased and also the judicial approach is expensive, time consuming for all involved and painful for participants. The Government has already made some (albeit tiny) steps forward by offering £500 vouchers for divorcing couples to use family mediation. Whilst this measure and the request for evidence on non-court resolution are by no means the strong government backing that mediation needs, they are at least a step in the right direction and that is good reason to be hopeful! As for the workplace, if mediation becomes more widely used and broadly accepted in society then it is more likely to be used in the workplace as well.

### Mediation in the hospitality and catering sector



We might not think of a catering kitchen as being an obvious place for a mediation centered conflict resolution approach.

A Gordon Ramsay style expletive ridden tirade is more what I would imagine but this article (click [here](#)) discusses how leaders in catering and hospitality are taking a much more positive approach. In particular, the article features Sally Beck, General Manager at the Royal Lancaster Hotel in London. She is very clear that mediation is a key part of their approach in dealing with conflict. Most positively mediation is the preferred approach before going formal. The results speak for themselves as the hotel has featured in the Times Top 100 Companies to Work For five years in a row.

Want to share a thought or make an enquiry? We'll be glad to hear from you:

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## 8 ways to address conflict, or not...

This Forbes article (click [here](#)) features bitesize contributions from 8 of their Young Entrepreneur Council on mediating conflict and generating positivity in their team. I was feeling frustrated as I read the article, hearing overly simplistic remedies such as “do some team building” as well as material which is even contradictory to mediation, like “find the truth”. The objective truth doesn’t matter, it’s about how people see the situation from their own perspective. This piece is rescued by the very last contributor. They focus on what I see as the number one piece of advice for anyone attempting to manage conflict. What is that? LISTEN! I don’t want to be too hard on the article, there are some other useful tips albeit relatively simplistic, so if you are short on time, just read number 8!

## Bullying at work



I’ve picked two articles which deal with the issue of bullying. One focuses on a recent survey by BUPA (click [here](#)) which found that 26% of workers had experienced bullying in the past 3 years, a considerable increase over the previous survey. The report highlighted that rapid changes brought about by the pandemic are a possible cause of the increase. The second article (click [here](#)) looks at how the person accused of bullying is treated. This is an important, often overlooked, point as many of the bullying accusations I see are the result of poor communication and misunderstanding. As such it is crucial that accusations are dealt with fairly to avoid someone being wrongly labelled as a ‘bully’.

**Our latest book ‘8 Stages of Workplace Conflict— and how best to resolve each stage’ is still available to download for free from our website. Just go to [www.mediation4.co.uk](http://www.mediation4.co.uk) and click on the download link.**

## Online mediation - mediator views



This article from the specialist Mediate.com website (click [here](#)) reports summary findings from a

survey of nearly 500 mediators regarding their experiences of online mediation. Whilst it is likely many were commercial rather than workplace mediators, the findings align closely to my own experience. In particular that online mediation has proved remarkably successful and that it will continue to be used as an option alongside face to face mediation. There are upsides such as time efficiency and lack of travel. The major downside identified in the survey was technical issues but personally I’m glad to say I’ve not had major concerns in this regard. Online mediation is here to stay!

## Mediation training - 9 years on

My latest blog (click [here](#)) features a piece of work I did recently to update a listing I first produced back in 2012 of all the main suppliers of workplace / interpersonal mediation training courses. People who are interested in starting in mediation often contact me to ask advice on which course to take. The problem is that there are so many options and prices vary enormously. I can’t advise as I’ve no personal experience of suppliers other than the one I trained with, so the idea of the list is to help people be aware of what is available. The blog picks out some of the main changes, and similarities, between the current list and that of 9 years ago. One thing remains very clear, choosing between them is not at all easy!

Website: [www.mediation4.co.uk](http://www.mediation4.co.uk)