



TITLE: EMPLOYEE MEDIATION PROCEDURE

POLICY 3.75
Rev. September 2017

A. MEDIATION PROCEDURE

If two or more employees are finding it difficult or impossible to work together cooperatively in a team environment, the mediation process will be used. Kokua is committed to maintaining a respectful, safe work environment for all employees and to resolving work place conflict in a positive manner.

The individuals involved will request mediation by submitting a written request to the Human Resources Coordinator. A work team may also request a mediation if the employees' conflict is disruptive to their work performance or is detrimental to team cohesion.

B. MEDIATION IS A VOLUNTARY PROCESS

The mediation process is voluntary. Participants need to consent to the mediation process. The purpose of mediation is to work toward a mutually agreeable solution to the dispute and to arrive at a written mediation agreement that is binding on all parties.

C. PARTIES NEEDING MEDIATION will meet with the Human Resources Coordinator in a confidential setting. The parties will agree to:

1. Use respectful language and behavior.
2. Use neutral statements to communicate concerns.
3. Refrain from blaming or judgmental statements.
4. Use "I" messages to convey feelings.
5. Listen closely to the other party's statements.
6. Offer empathy and support. Restate the other person's feelings and opinions to assure him/her that he/she has been heard.
7. Brainstorm ideas. Agree on a solution.
8. Draft and sign a Mediation Resolution Agreement.

D. DOCUMENTATION OF THE MEDIATION PROCESS

Copies of all notes taken by the mediator will be shredded at the conclusion of the mediation. Copies of the written Mediation Agreement will be filed in a confidential Grievance and Mediation file. Grievance and Mediation files have the same limited access as personnel files.

E. MEDIATION INVOLVING THE HUMAN RESOURCES COORDINATOR

Mediation requests involving the Human Resources Coordinator will be referred to the Dispute Resolution Center for mediation services.