

## Why Mediation?

Universities across the country are expanding their conflict management systems to include mediation to better serve employees who want more control over how workplace issues are resolved. Mediation is a voluntary and private process, and employees often like it because it allows participants to find solutions that will work for them.

### Benefits of Mediation and How it Works

Most people who use mediation

- gain a greater understanding of the situation and others involved
- reach some type of agreement
- are satisfied with the mediation process

Participants have the opportunity to say what they need to in a private environment that supports an open conversation.

In mediation at UMB, employees have a private conversation in an informal setting with the assistance of trained, neutral facilitators—the mediators. Each employee has the opportunity to discuss what is important to them, and to hear the other side’s point of view. The mediator assists the employees in clarifying issues, exploring interests, and creating solutions that are acceptable to all participants.

### What is the setting and how long will it take?

The mediation will be held in a private space that can accommodate you, the other participants, and the mediators. The participants and the mediators sit at the same table. If private sessions are requested by the mediators or one of the employees, the mediators will meet separately with each employee.

Mediation sessions are scheduled for three-hours. Additional sessions may be scheduled as needed.

### What does the mediator do?

You can expect our trained mediators to conduct a fair and nonjudgmental process that allows you and the other employees to share information, including feelings, concerns, and impacts about the workplace issues. Throughout the process mediators will listen, reflect what they heard, and ask open-ended questions to better understand everyone’s perspective.

### Do you have questions or want more information?

Contact the Workplace Mediation Service at 410-706-4270 or [mediation@umaryland.edu](mailto:mediation@umaryland.edu)

*A conversation waiting to happen. A mediator waiting to help.*