

An Employer's Guide to Mediation

Helping organisations resolve conflict before it becomes a grievance.

Workplace conflict affects every organisation. Left unresolved, it can damage communication, productivity, employee wellbeing and retention. This guide explains when workplace mediation is appropriate, what the process involves and how it can help organisations rebuild positive working relationships.

Is **Workplace Mediation** Right for Your Organisation?

Recognising the signs of workplace conflict



Reduced productivity

Missed deadlines, lower quality work and decreased performance.



Communication breakdown

Conversations stop, misunderstandings grow & tensions increase.



Employee wellbeing

Stress, anxiety and low morale impact individuals and the wider team.



Staff retention

Conflicts contribute to turnover and make it harder to retain talent.

Could mediation help?

Tick all that apply to you

- ☐ Communication has broken down.
- ☐ Employees no longer work well together.
- ☐ Managers are spending increasing time managing conflict.
- ☐ A grievance is being considered.
- ☐ Workplace relationships are affecting the wider team.
- ☐ Stress or absence is increasing.
- ☐ You want to resolve issues before they escalate.

If you've ticked three or more of these, workplace mediation may be the right next step.

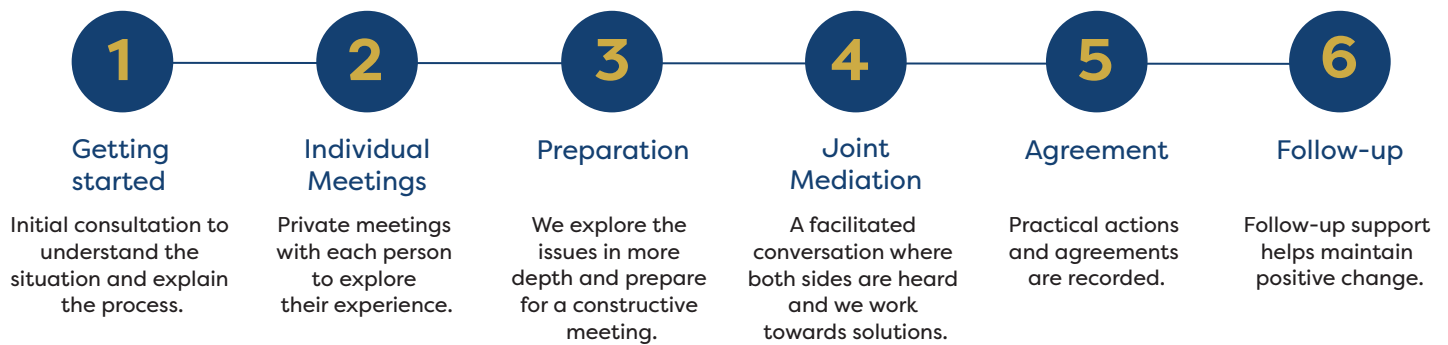
Why a Psychology-Informed Approach Matters

Workplace conflict is rarely caused by a single event. It often develops through communication difficulties, workplace pressures, changing relationships or misunderstandings.

Our psychology-informed approach helps us understand these wider influences while remaining completely impartial. This creates the conditions for respectful conversations and lasting workplace relationships.



How Workplace Mediation Works



Mediation helps organisations to:

- Restore communication
- Rebuild trust
- Reduce conflict
- Improve employee wellbeing
- Strengthen workplace relationships

Why Choose Alliance Plus?

More than mediation. A deeper understanding of workplace relationships.

Many workplace mediation providers help resolve conflict.

Alliance goes further.



Psychology-informed, people-focused.

Understanding the human factors behind workplace conflict enables us to facilitate more constructive conversations while remaining completely impartial throughout the mediation process.

Independent and impartial.

Every participant has an equal opportunity to be heard in a confidential, respectful environment. Our role is never to decide who is right or wrong, but to support meaningful dialogue and practical solutions.

Experienced workplace professionals.

Our team has extensive experience supporting organisations across the public, private and third sectors with complex workplace relationships and challenging conversations.

Focused on long-term outcomes.

Successful mediation is about more than reaching an agreement on the day. We help organisations rebuild trust, strengthen communication and create practical ways of working together in the future.

Supporting healthier workplaces.

Where appropriate, organisations can also benefit from our wider expertise in workplace wellbeing, leadership development, training and psychological support.

A trusted partner.

From your first confidential conversation through to follow-up support, we're committed to providing a professional, supportive and evidence-informed service that helps organisations move forward with confidence.

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