

Whatever Your Dispute

Do you feel as if your boss is harassing you because he just doesn't like you? Do you hate coming to work because you don't get along with a co-worker? Are you having disagreements with your employee over policy: how things should be done or who should do what? Is your work style and personality incompatible with those of your co-workers? Do you feel unappreciated or undermined by the people with whom you work? Are you having serious communication problems with your supervisor or coworkers? Are you angry because when you have something important to say no one listens and you are ignored? Are you involved in any workplace conflict that you just cannot resolve on your own?

Issues We Resolve:

- General Harassment
- Disputes with Co-Workers
- Conflict with Supervisors/Managers
- Conflict Between Departments
- Personality Clashes
- Boundary Disputes
- Communication Problems
- And Many More

Mediation Works

Even if you have already tried to resolve your dispute and have been unsuccessful, try **mediation**. It has helped many in resolving their disputes.

To request a mediation session, contact:

Coordinator

Shared Neutrals Mediation Program
410.767.4953
snmp.mediation@maryland.gov

It usually takes about a week to set up a mediation session. This allows time to contact the other party involved and assign two mediators.



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DEPARTMENT OF BUDGET & MANAGEMENT
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State of Maryland Shared Neutrals Mediation Program



Department of Budget and
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Office of Personnel Services
And Benefits

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(MACRO)*

What is Mediation?

The State of Maryland Shared Neutrals Mediation Program is an interagency mediation program for workplace disputes in Maryland State agencies. The program provides free mediation by using a pool of trained and experienced collateral duty mediators who provide mediation services to agencies other than their own, in exchange for similar services from the program by the other State agencies. This concept is based on the successful Federal Interagency Program on Shared Neutrals.

Mediation is a process in which one or two trained neutral mediators help people in a dispute communicate with one another, understand each other, and if possible, reach agreements that satisfy the participants' needs. **Mediation is voluntary and confidential.**

Where are Mediation Sessions Held and How Long

Mediation sessions are held at a mutually acceptable neutral location agreed upon by the participants. Several State agencies have agreed to make conference rooms available for mediation sessions.

Although the length of time can vary, most mediation sessions are approximately 2-4 hours long. If needed, additional or follow-up sessions can be scheduled. The Shared Neutrals Mediation Pro-

Who are the Mediators?

gram's roster of mediators is composed of a diversified group of State employees from a variety of agencies who are trained, experienced and dedicated mediators. They come from all walks of life and represent the diversity of State employees in terms of race, ethnicity, gender, age, socio-economic status, and educational background. Mediating is an additional duty to their regular work.

- Provide a forum for participants to

What Does a Mediator Do?

openly and honestly express their viewpoints, needs and expectations without being interrupted

- Listen to both participants
- Remain impartial
- Help the participants to communicate with each other
- Assist in defining issues
- Aid the parties in reaching a mutually acceptable agreement
- Maintain confidentiality of the mediation session

What Happens in Mediation?

First, the mediators will explain the mediation process and answer any questions. Then, each participant has the opportunity to discuss the situation or dispute and to identify the problem and fundamental issues of the conflict. The mediators will help the participants discuss the problem openly, identify lasting solutions, and reach an

agreement that satisfies all participants. As a final step, the mediators will help the participants draft the agreement in writing and have it signed by the participants

What Is A Mediation Agreement?

It is a written agreement between both participants that reflects the detailed resolution of the dispute. Agreements made in mediation come from the participants, not the mediator.

What If An Agreement is Not Reached?

If an agreement is not reached, the participants each determine what other actions they wish to take, if any. Mediation does not limit other formal rights such as filing a grievance, submitting a discrimination complaint, or taking disciplinary action, if participants cannot reach a mutually-acceptable solution.

In mediation the emphasis is on fashioning a solution satisfactory to all participants. However, if the participants cannot negotiate an acceptable solution, they may still benefit from the process of narrowing the issues to be resolved, having an opportunity to speak for themselves and make their own decisions.

Mediation is Confidential

Information disclosed during mediation is confidential. Mediators will destroy all written material and notes developed for and during the mediation process except for any final written agreement that may be reached among the participants.