

Insight:

Conflict Resolution and Mediation

Involving a third 'neutral' party to help two people take the heat out of a situation is a quite natural and normal way to resolve a dispute. At times of disagreement or conflict, powerful emotions surface making it very difficult for an individual to remain rational or measured. This can have devastating effects.

What is mediation?

Mediation offers a way of resolving conflicts and disputes easily and often very quickly. It is a voluntary, non-binding and confidential process that helps two parties talk about their disagreement with a neutral third party. The aim is to help the parties come to a resolution that is a 'best fit' for them both, to find common ground where a solution can emerge enabling them to both move forward and leave the conflict behind. In a court context it is often called Alternative Dispute Resolution (ADR).

Who can benefit from mediation?

Any **individual** involved in a personal or work disagreement which is causing them distress and where they feel finding agreement is either difficult or impossible. An **organisation** that wants to facilitate good working relationships across its teams and to secure the resultant savings in terms of time, loss of focus on corporate priorities, staff turnover or involvement in costly processes such as grievance, disciplinary or tribunals.

Who mediates?

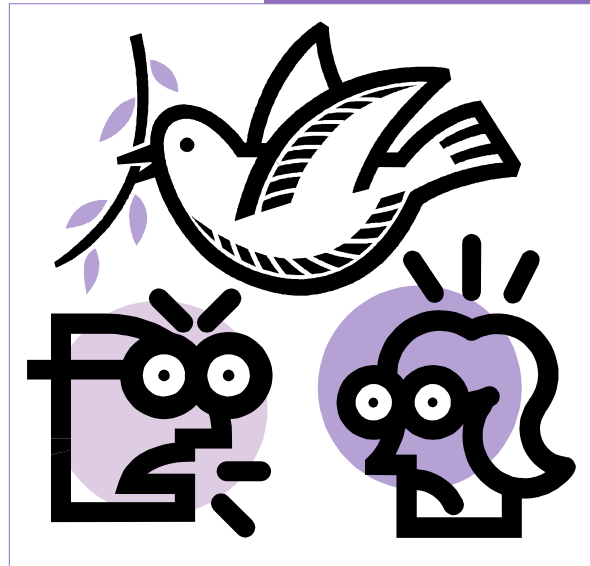
The neutrality of the mediator is essential. While it is possible for a person known to both parties to take on this role it is often difficult for them to be seen as completely dispassionate or unbiased. Channelling highly charged emotions **towards** resolution and **away from** destruction also requires training and experience.

xué's accredited and experienced mediators work directly with organisations, adults and young people in a range of environments including within the justice system. We also offer training in conflict management and peer mediation.

*“I heard . . . ‘I want it my way’,
he meant . . . ‘I don’t understand’!
Thank you **xué** for opening my ears”*

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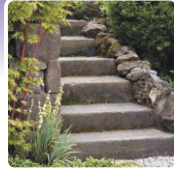
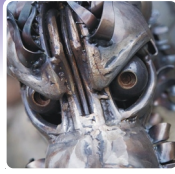
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welcome to **xué** . . .

xué (sh-way - 'to learn') provides a tailor-made and holistic approach to personal and organisational development. We support individuals and teams to recognise their potential and to deliver to it consistently . . . a benefit to themselves and to those with whom they relate in both a professional and personal capacity.

At a time of continuous and rapid change it is essential to develop deeper insights into how we think, work and relate to others. This enables us to step outside the familiar and develop the understanding and skills to work confidently and effectively within the unfamiliar.

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- 學子 mediation
- 學子 skill development in areas such as interviewing, managing conflict, effective communication
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“*Making the unconscious conscious*”

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