



# Prima Linea Training Associates

**Prima Linea Training**



**MEDIATION SERVICES**

Mediation Services  
To General Practice Teams

General Practice and Primary Care



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# WHAT IS MEDIATION?

## High quality mediation services *Making a difference to the practice*

Mediation is an effective, and confidential, way of resolving disputes. It involves an independent third party - a mediator - who helps both sides come to an agreement.

### **Difference between mediation, facilitation and negotiation?**

- Negotiation is conducted by and between the parties
- Facilitation is where one person makes space for the parties to discuss issues
- Mediation is a process and is conducted by a third party not involved in the issues

Mediation is a structured process that can be used to settle disputes in a whole range of situations such as:

- workplace disputes
- contract disputes
- family disputes
- neighbourhood disputes

The role of the mediator is to help parties reach a solution (their solution) to their problem and to arrive at an outcome that both parties are happy to accept.

Mediators avoid taking sides, making judgements or giving guidance. They are simply responsible for applying the process, developing effective communications and building consensus between the parties. The focus of a mediation meeting is to reach a common sense settlement agreeable to both parties in a case.

**Skills, confidentiality  
&  
insight**

### **Mediation is NOT:**

- A legal nor disciplinary process
- Not discoverable if legal process follows
- Compulsory
- Part of the appraisal process or the disciplinary process

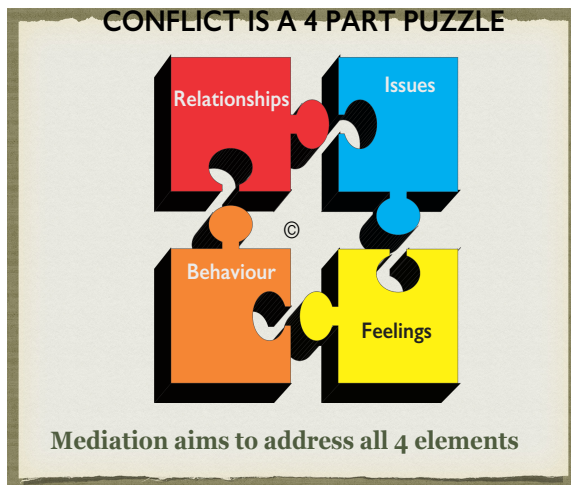
# Why Mediate?



## Principals of mediation

Mediation is a way of resolving a dispute whilst preserving both the relationship and the needs of each party. The principals are:-

- Intervention by a third party (not directly involved in the conflict) in order to assist in resolving the dispute
- To assist creative thinking, communication and improve understanding
- Is voluntary. Each party can opt out at any time.
- Aimed at assisting conducive communication between parties
- The resolution must come from the parties and not the mediator nor the commissioner of the mediation
- Confidential to the parties, will agree if/who else is informed
- Explore the components of the conflict (4 D) and its impact on each party
- To bring forward options and suggestions to resolve the conflict and/or agree a way forward



The outcome is not put forward or devised by the mediator, the solution comes from the parties. It is their solution, agreed by them, to their problem. **That means it's more likely to be a successful outcome.**

# Prima Linea Training



## MEDIATION SERVICES



### Core Values of Mediation

Non-violence

Integrity

Justice

Respect

### Why Use Prima Linea Training Mediation Services?

We have a specifically specialized mediator who has been trained by Mediation NI (OCN level 3) and who also has over 30 years experience working in general practice and healthcare. Our mediator has assisted practices across the UK and Ireland in finding a workable, realistic solution to their issue.

We offer you a full mediation service which includes:-

- Assessing the dispute for mediation suitability
- Meeting with each party individually to bring forth the issues
- Setting up and holding the mediation meeting
- Applying the mediation process
- Upholding the core values of mediation
- Helping the parties to communicate
- Documenting the agreement
- Ensuring confidentiality
- Review final agreement
- Sharing the agreement with whomever the parties decide

Mediation is a respectful process with full confidentiality agreed between the parties. Mediation is voluntary, either party may withdraw at any stage so it requires a strong commitment from everyone that we are aiming to find a workable outcome to make the situation easier for everyone involved.

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