



FOR A NON-LEGALISTIC HUMAN APPROACH TO RESOLVING WORKPLACE DISPUTES

Carix workplace mediation services

Mismanaged and emotionally draining disputes can be costly to business, both in time and reputation.

As SME advisors we are familiar with the types of misunderstandings that can arise, and we have nationally accredited mediation skills for helping resolve issues before they escalate into lengthy court disputes.

Engaging an independent mediator offers employees, management, customers and suppliers, an opportunity to discuss their issues respectfully with each other in a safe and moderated environment.

Mediators help facilitate pragmatic discussions. Parties work towards understanding each other's perspective, propose options, and then work at reaching agreements that satisfy all parties.

When is mediation helpful?

Situations where businesses may benefit from mediation include:

- Conflicts between staff members
- Customer or supplier disputes
- Dissolving of business partnerships
- Differences of opinion or misunderstandings in family businesses
- Real, or perceived, bullying or harassment
- Any potentially difficult meeting.

HOW MEDIATION CAN WORK FOR YOU



Opening positive dialogues

Independent mediators manage disputes impartially, confidentially and responsibly. Carix can support your business through mediation.

The mediation process involves:

- Opening positive dialogue
- Giving all parties an equal voice
- Allowing all parties to be heard and understood
- Guiding parties to propose solutions
- Reaching an agreement that will bring a lasting resolution.

Benefits of mediation

Mediation is less disruptive and less costly than extended litigation, and delivers other benefits including:

- Better staff morale
- More engaged staff
- Improved communication and collaboration
- Identification and addressing of underlying issues
- Empowered staff and management
- Improved workplace culture
- Reductions in staff turnover
- Enhanced workplace relationships

If you have an issue in your business where mediation may help, call Carix on (02) 9029 7953.

Don't let a simple misunderstanding escalate into a toxic dispute. Engage a mediator.