How Do I Prepare for Mediation?

When preparing for a mediation session, consider the following questions:

1. What would you like to accomplish through the mediation process?
2. What would you like to address with the other party?
3. Should I bring someone with me? If so, who should attend?
4. What information should I consider bringing to the mediation that will help the process?

Where is the Mediation Held?

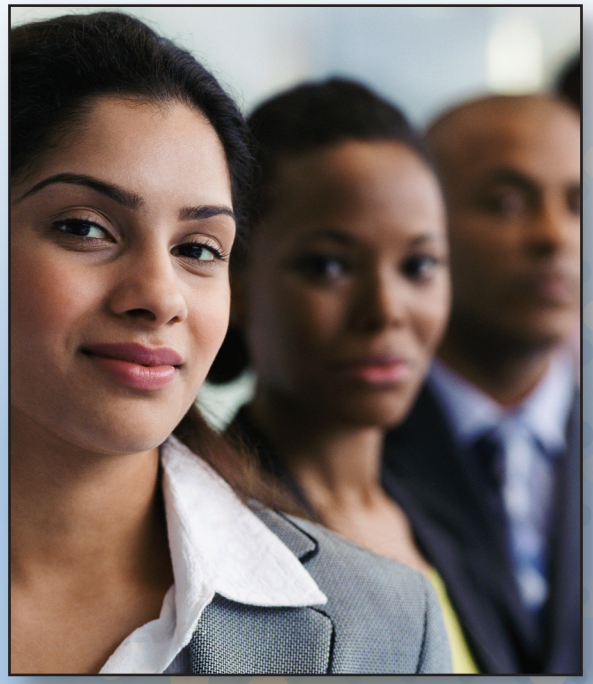
The mediation session is held in a private office or conference room at the parties' agency. Exceptions may arise due to space or availability constraints or the nature of the case. In that situation, an alternate location may be used. Also, mediation sessions are held during normal business hours.

Is Mediation Confidential?

Confidentiality is a critical part of the mediation process. The parties are expected to keep mediation communications confidential unless otherwise required by law or agreed to by the parties.

Is Mediation Binding?

Mediation is voluntary. Mediation participants may withdraw at any time. Mediation participants are not bound by their statements during a mediation unless those statements are captured in a written settlement agreement.



Ohio Employee Assistance Program

30 E. Broad St., 27th Floor
Columbus, Ohio 43215
Phone: 800-221-6327
or 614-644-8545

Fax: 614-728-3046
Website: ohio.gov/eap

Confidential mailbox: OEAP@das.ohio.gov

EAP
OHIO EMPLOYEE
ASSISTANCE PROGRAM

DAS/OEAP/OEWMP.03.10.15

Employee Workplace Mediation Services

Transforming and supporting productive conversations through mediation.

EAP
OHIO EMPLOYEE
ASSISTANCE PROGRAM

OhioDAS
Service · Support · Solutions
Department of Administrative Services

From Conflict to Conversation

Is there a problem depriving you of your happiness, energy and productivity?

Are you experiencing problems with peers, work or having personality conflicts with others?

Are you unable to get a team member, co-worker or supervisor to listen to your concerns or how you feel?

Do you want to end troublesome conflictt?

Mediation is a well-established and respected means for opening up conversation for resolving conflict.

Also, mediation helps individuals talk through problems that may be causing stress, anger and frustration. Mediation is a safe place to express viewpoints, feelings and experiences.

How Mediation Works

To assist with workplace conflict, the Ohio Employee Workplace Mediation Program is designed to support employees in addressing conflict productively and constructively.

The goal is to prevent the progression and escalation of interpersonal conflicts and help employees respond to conflict in an effective and positive manner.

Eligibility for Mediation

Mediation is available at no cost to permanent full-time and part-time State of Ohio employees. Bargaining unit and exempt employees are eligible to participate in the Employee Workplace Mediation Program.

About Transformative Mediation

Transformative mediation is an effective approach to addressing workplace conflict through conversation. Transformative mediation is designed to encourage the parties to have a constructive conversation.

The Mediators

Mediators are permanent full-time and part-time State of Ohio employees who have volunteered to serve as impartial mediators. They are selected from various state agencies based on established mediator selection criteria. All mediators are trained in the Transformative Mediation approach. The program uses a co-mediation approach, meaning that sessions are mediated by two mediators.

Roles of the Mediator

The primary role of a mediator is to serve as a neutral third party, who will listen and assist the parties in having a constructive conversation. Also, the mediator will support the discussion on their conflict. The mediator(s) do not take control of the mediation session but will support the parties' decision-making process. The goal of the mediator is to promote mutual understanding of each of the parties' perspectives in order to address the conflict between the parties.

Mediation is Voluntary

Mediation is a voluntary process. All parties involved in a conflict must agree to participate. Parties cannot be forced or required to participate in the program.

The Mediation Process

To make a request or referral for mediation services, start the process by following the steps below.

1. Contact OEAP at 800-221-6327 or 614-644-8545 or via email at OEAP@das.ohio.gov.
2. Discuss the reason for requesting mediation with an OEAP consultant.
3. Identify all parties involved and provide the names of those individuals to OEAP.
4. Consider the option to participate in a mediation session.
5. Notify your supervisor of the scheduled mediation and request work release time to attend the mediation session.
6. Participate in the mediation session and decide whether to settle the issue.
7. Complete the mediation participation feedback survey.

To request a mediation session or learn more about mediation services, contact OEAP.