Ohio Employee Assistance Program

EAP
OHIO EMPLOYEE ASSISTANCE PROGRAM

Understanding the Employee Workplace Mediation Program

"Transforming Conflict to Conversation"

Facilitators: Ray Geis & Michelle Zaremba

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About the Training Module...

This training module provides an overview to help you understand more about the Employee Workplace Mediation Program, which is available to assist employees in addressing workplace disputes and issues.

Statewide Competencies for Mediation...

- Resolving Conflicts & Negotiating with Others
- Making Decisions & Solving Problems

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Learning Objectives

- Become familiar with the program purpose
- Gain a better understanding of conflict
- Provide a definition for "mediation"
- Consider the benefits of mediation
- Explain the program components and mediation process
- Clarify the role of the mediator

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Program Purpose

Be the first choice resource for state employees to learn and practice effective ways of managing and addressing conflict in the workplace.

Offer a process that creates open dialogue that removes communication barriers, resulting in improved relationships and workplace morale.

Encourage positive and open communication by trusting, respecting, valuing each other, and assuring confidentiality.

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4

Understanding Conflict

Conflict can be understood as a crisis in human interaction...

Causes parties to feel...

Weak: unsettled, confused, fearful, disorganized or unsure as to what to do

Self-absorbed: self-protective, defensive, suspicious, and incapable of stepping outside of one's own perspective

But when conflict is productive, it can...

Empower: parties grow calmer, clearer, more confident, decisive, also, parties regain a sense of strength

Recognition: parties voluntarily choose to become more open, attentive, and responsive to the situations of others.

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Types of Conflict

Conflicts May Involve:	Issues such as:
Co-workers, workgroups, sub-ordinates, supervisors	•Communication breakdowns
	•Confusion about work duties
	•Personality differences
	•Work performance and responsibilities issues

When you become aware of conflicts, struggles or tension in the workplace, this is the time to refer an individual or request a mediation.

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Definition of Mediation

"Mediation is a process in which a third-party works with people in conflict to help them change the quality of their conflict interaction from negative and destructive to positive and constructive, as they discuss and explore various topics and possibilities for addressing their situation."

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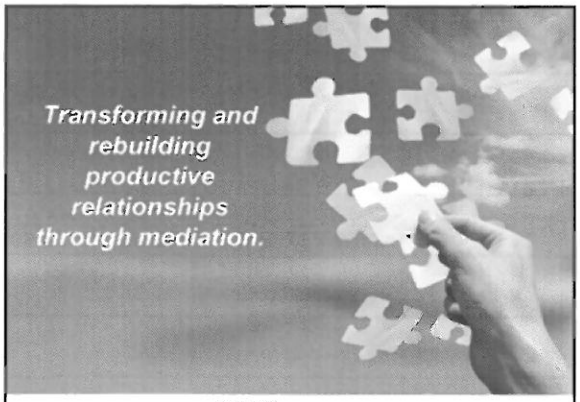

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Transformative Mediation, Co-Founder

Dr. Joseph Folger is a Professor of Adult and Organizational Development at Temple University in Philadelphia, Pennsylvania. He is a co-founder and fellow of the Institute for the Study of Conflict Transformation.

Video Clip: 1:05 minutes

http://www.youtube.com/watch?v=C4g5Tzn_atE#t=52

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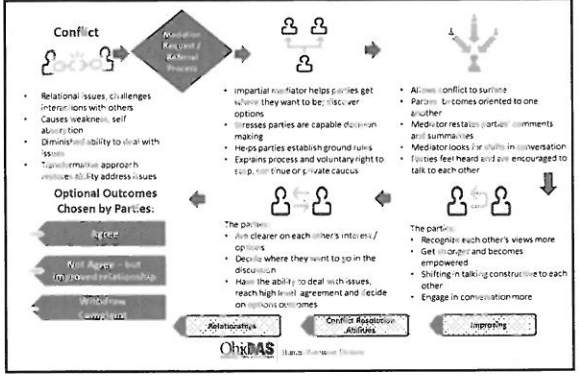
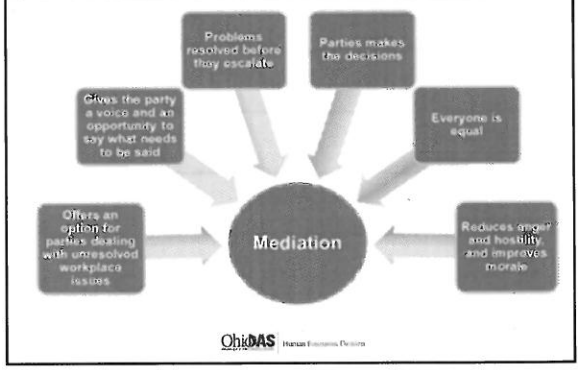
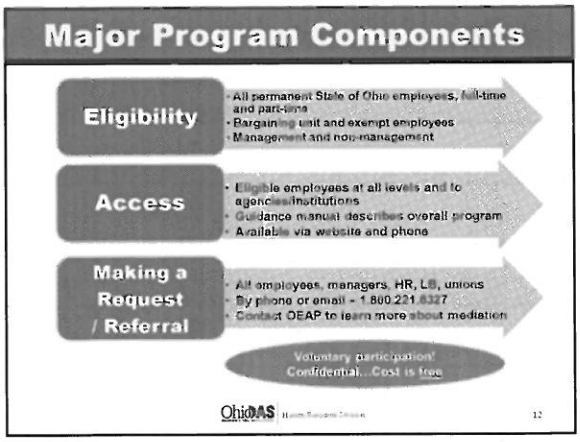
Transformative Mediation Approach



Benefits of Mediation

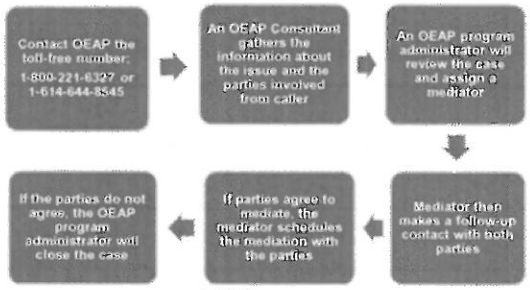


Major Program Components



Making Referrals / Request

Simply follow the steps…



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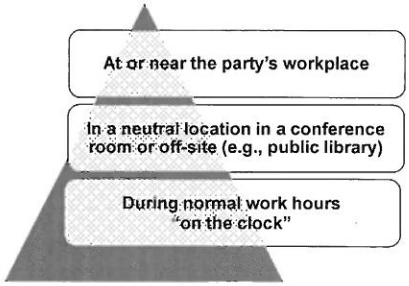
More About Mediation

Mediation is held…



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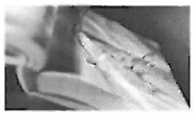
14

More About Mediation

Existing Agency Policies and Union Contracts

- Applicable agency policies will remain in effect and are not impacted
- Participation in mediation does not affect an employee's right to file a formal complaint or grievance
- Collective bargaining disputes will not be handled by the Employee Workplace Mediation Program



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More About Mediation

Exceptions to mediation…

- Any issue that is against the agency's policies, state or federal rules and regulations the issue will not be mediated
- Nor will workplace violence, severe harassment (involving sexual contact) or issues outside of the services offered by OEAP services will be mediated

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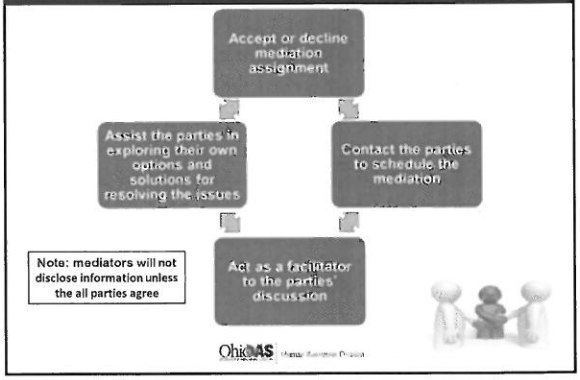
Role of the Mediator(s)



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Mediator Skill Requirements

- Meets the requirement criteria for a qualified mediator (mapped to specific statewide competencies)
- Completion of 24 hours of basic and 16 hours of advanced mediation training
- Advanced mediation training includes: serving as lead mediator or co-mediator, advanced skills building courses

After mediator is selected, the mediator must…

- Mediate first case + be observed by a skilled mediator + receive positive evaluation from OEAP

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Statewide Mediator Roster

- State of Ohio has a pool of trained impartial mediators to select from
- Mediator use varies based on availability
- Mediators receive release time and travel reimbursement
- Mediators serve voluntarily

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Review of Key Learning Points

The Employee Workplace Mediation Program can be the first choice resource for employees to learn and practice effective ways of managing and addressing conflict in the workplace.

- Clarified the program definition of "mediation"
- Knew more about transformative mediation process and how it will be used
- Shared some of the benefits of mediation
- Gained a better understanding about the program components and process for mediation

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20

OEAP Contact Information

For additional information or assistance, please contact or visit OEAP at:

1-800-221-6327 (6EAP)
or 614-644-8545
(Franklin County only)

www.ohio.gov/oeap

OEAP@das.ohio.gov

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