

What is Mediation:

- Process designed to encourage open conversation and understanding between participants through facilitation
- Participants are encouraged to have open and honest discussion, allowing them to address issues in a safe environment
- Solutions are reached at the base level, instead of moving up the chain of command
- The role of a mediator is to assist fellow employees in arriving at their own solutions

Who is Eligible to Participate

Mediation services are available to all non-student JMU employees

Mediation

Common Reasons for Mediation:

- Work style differences
- Supervisory style differences
- Conflict affecting a working relationship between co-workers that cannot be resolved on their own or with a supervisor
- Communication problems or difficulties
- Issues surrounding a grievance

Privacy

Issues discussed in mediation are private. Although the agreement written by the participants is not private, it will not be discussed or shared except on a need to know basis with the consent of the participants.

Want More Information?

Visit the Human Resources website and become familiar with Mediation Services available to JMU employees. As always, you may contact your HR Consultant with any questions you may have or email mediation@jmu.edu.