

Interest-Based Mediation

Interest-Based Mediation (IBM) is based on a simple premise: Mediation takes place between people. It uses a cooperative approach and promotes the idea of mutual gains.

Why Interest-Based Mediation?

A major tenant of mediation is that solutions arrived at together and mutually agreed upon are more likely to be successful and long-standing.

Find out More

Managers/Supervisors may contact the EAP for further information and consultation.

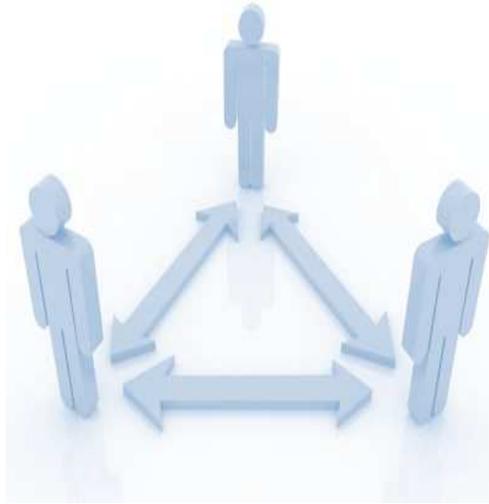
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Manager/Supervisor-Employee Interest-Based Mediation (IBM)



Conflicts are a normal part of life. We spend a significant amount of time at work and expect conflicts to arise at times with those we work with. Though normal, conflicts pose an impasse and especially challenging when not resolved and allowed to fester.

Mismanaged or unresolved conflicts at work have the potential for poor morale, negative impact on attendance, decreased productivity, and cooperation. *The Employee Assistance Program (EAP) is available to directly help mediate conflicts between managers/supervisors and employees.*

The EAP utilizes a structured approach to mediating conflict called **Interest-Based Mediation (IBM)**. Participation is voluntary and pre-disciplinary. The EAP mediator

- Helps parties find the root issues of a problem.
- Assists in identifying approaches to solving a problem.
- Challenges parties to consider options.
- Underscores the interests parties have in working together.

meets with and works for “both sides” in identifying solutions and developing a mutually agreed upon action plan. The process is NOT about who is “right” or “wrong.” The mediator does NOT impose solutions or a judgment. Rather, it is an avenue for parties to rally around a problem, think outside the box and brainstorm workable solutions that serve all interests as best possible.

IBM is but one way the EAP may help address workplace conflicts. Contact the employee assistance coordinator for more information and consultation.



Employee
Assistance Program