

Frequently Asked Questions

What is mediation?

Mediation is a voluntary, confidential process that promotes respectful and constructive communication for managing conflict between two or more individuals. Impartial mediators assist parties by facilitating a structured conversation about their issues/ conflicts. The mediator(s) seek to reestablish communication between the participants and provide structure and support. This enables participants to identify new constructive approaches that effect positive outcomes.

Why mediate?

In mediation, the parties remain in control of the outcome, unlike in grievances, arbitrations, or other administrative proceedings. The parties themselves identify the concerns, generate ideas and decide together what the outcome will be. The mediators remain impartial to the outcome.

Mediation provides each participant an opportunity to learn about his/her communication style and to identify new ways to approach conflict. The parties are generally most committed to a solution when they have devised their own approach and solution.

Is mediation part of the formal grievance process?

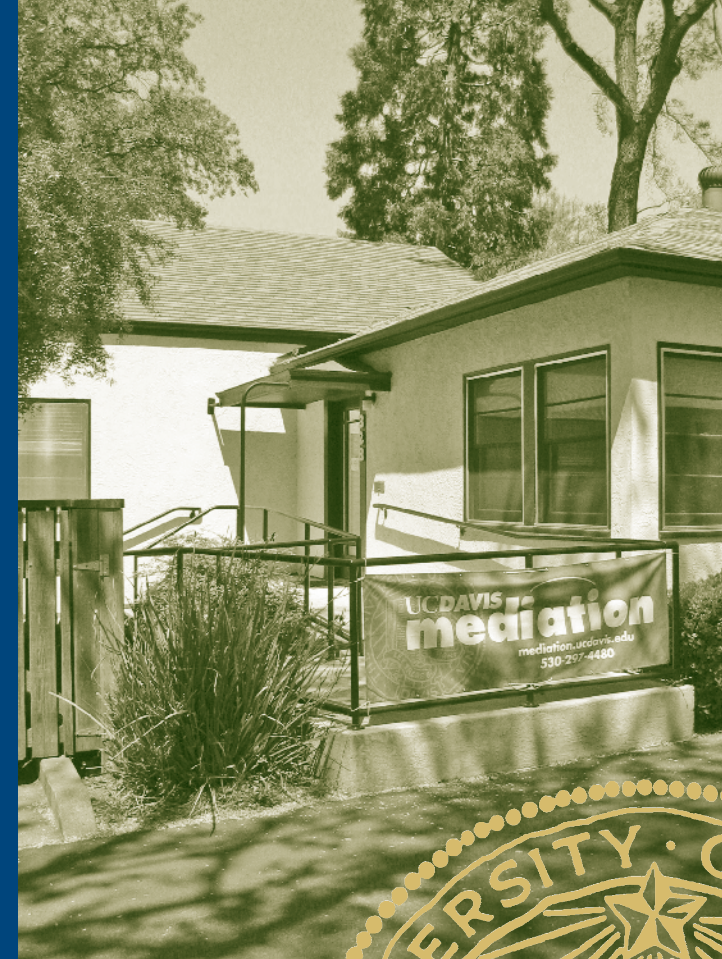
Participating in mediation does not interfere with any administrative rights or privileges. In many cases, however, parties who meet in mediation are able to devise a solution and find it unnecessary and undesirable to participate in further administrative complaint processes available to employees.

Mediation and conflict coaching services are available at NO COST to all UC Davis Employees

UCDAVIS
mediation
SERVICES

328 D Street, Davis, CA
Phone: (530) 297-4480
E-Mail: mediation@ucdavis.edu
Web: <http://mediation.ucdavis.edu>

Monday–Friday, 8 am–4:30 pm



Listen
Understand
Discuss
Identify
Decide

UCDAVIS
mediation
SERVICES

What We Do

At UC Davis Mediation Services, we provide confidential, no cost mediation and conflict management services for faculty, staff and graduate students.

Mediation Service

Mediation is a confidential process in which one or more impartial mediators assist parties in having a structured conversation about their issues/conflicts.

Mediators help parties to:

- Discuss their differences
- Increase their clarity and understanding of the situation
- Listen to each other
- Hear new information
- Identify choices and resources
- Make decisions about their dispute, and
- Reach an agreement incorporating their decisions

The mediator's role is not to judge or evaluate. They respect each person's needs, emotions and ability to make their own choices and decisions while assisting employees to address workplace conflict in a productive manner.

Conflict Coaching

Conflict coaching provides participants individual feedback on ways to effectively manage a conflict. Coaches help identify approaches and actions, discuss conflict situations, assess individual conflict management skills, and help employees consider options for next steps.

Confidentiality

All mediation at UC Davis Mediation Services is strictly confidential. Mediators and staff are bound by professional confidentiality standards as well as by California law.

How It Works

Mediation can:

- Improve working relationships by focusing on the needs and goals of each party and helping the parties to see past their differences
- Facilitate a structured, yet informal meeting between people in conflict; the mediators look for opportunities to help parties say what they need to say and hear what they need to hear
- Place the decision-making power in the hands of the parties
- Decrease hostility between the parties and increase the parties' long-term satisfaction using interactions and agreements reached at the mediation table
- Create a collaborative and trusting atmosphere where the parties can make difficult decisions outside of formal grievance and administrative proceedings
- Partner with other campus resources, within the confines of a confidential, independent process, to be sure adequate support is provided for the existing conflict

Where To Start

Mediation and conflict coaching services are FREE to faculty, staff and graduate students

If you are interested in mediation or conflict coaching services, we can be reached in the following ways:

Telephone: (530) 297-4480
E-Mail: mediation@ucdavis.edu
Drop by: 328 D Street, Davis, CA 95616
Monday–Friday, 8 am–4:30 pm

You can schedule an appointment to meet individually with a mediator to discuss the mediation process and, if desired, obtain coaching or other help to prepare for the mediation.

If you decide to engage in a mediation session, our program coordinator will set up a time for an individual and a joint session. A typical mediation session is scheduled for 3 hours and occurs in our private and neutral location.

If further service is needed, you can schedule additional time to reach your goals. As this is a voluntary service, you are also free to stop mediating at any time. At the end of the mediation, the mediator can create a written summary of decisions made by you and the other party, if you so desire.