



Langley School District



Employees' Mediation Service

For information and/or referral to the Employees' Mediation Service, contact your staff rep, shop steward, an excluded staff colleague, union president, administrator, or the Mediation Co-ordinator, Claire Sabiston at 604-534-7891

Conflicts Can Arise in the Workplace

In fact, conflict is normal in most workplaces. If you are experiencing a conflict with a fellow employee that you have been unable to resolve, the District has an internal mediation service that you may wish to use. Mediation is a process that can assist school district employees in resolving interpersonal conflict.

What is the Employees' Mediation Service?

The Employees' Mediation Service is:

- voluntary
- confidential (no records are kept after the mediation)
- provided by trained neutral mediators
- available to all employees of the school district
- can bring positive results in a safe, respectful setting

What Kinds of Issues Can Be Mediated?

- Incompatible working styles
- Role conflict
- Communication problems
- Abuse of authority
- Discrimination
- Harassment
- Cultural differences
- Interpersonal differences
- Other

If you enter into the mediation process you do not give up your rights under collective agreements, policies, and/or practices.



How Do I Access the Mediation Services?

Mediation services can be accessed in two ways:

- **Self-Referral**
If you and the other party agree that mediation may be beneficial, one of you can contact the Mediation Co-ordinator directly by phoning the Board Office (604)-534-7891 Extension 228.
- **Third Party Referral**
If you feel uncomfortable talking to the other person, approach your staff rep, shop steward, a management staff colleague, union president, or administrator for assistance. This third party can speak with the other party on your behalf to ask if she/he is agreeable to mediation. If both parties consent, the third party (e.g., staff rep) can contact the Mediation Coordinator and indicate that a mediation needs to be scheduled. It is important that third parties be perceived as neutral to the conflict by those seeking mediation.

When and Where Would Mediation Take Place?

The District uses a co-mediation model (two mediators work together). The mediators first meet separately with each party to clarify the issues. Following these pre-mediation meetings, the parties meet together, with the assistance of the mediators, to discuss the issues and to attempt to reach a fair and durable agreement. Mediations will be scheduled at a time and place that is convenient and comfortable for all those involved. Arrangements are made for TOCs or substitute employees when necessary.

