

Setup of Internal Mediation Group

Purpose of the IMG

The IMG (internal Mediation Group) is a joint approach by management and staff to provide a mechanism for resolving interpersonal conflict on site. It is informal and non-prejudicial. This means that employees can use the group without fear of repercussions and that disclosures within mediations cannot be used in disciplinary or investigative forums.

The informal approach taken by the IMG may be described as a 'No-Blame' approach with a focus on resolving interpersonal conflicts quickly and ensuring ongoing constructive behaviour between parties.

Mediations are undertaken at the earliest convenience with a minimal level of disruption to the operation of the company.

The IMG process provides an effective mechanism for resolving issues so that conflicts do not escalate and are less likely to be resolved by other less constructive means. It may also assist in developing departmental members who are useful in effecting standards of behaviour in their workgroups.

If you wish to know more about this programme and how it can be set up contact
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