



## The Essential Guide to Workplace Mediation and Conflict Resolution: Rebuilding Working Relationships

By Nora Doherty, Marcelas Guyler

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Workplace mediation is becoming an increasingly popular dispute resolution method to settle interpersonal employee conflicts, including harassment and bullying complaints. There is a direct ratio between the quality of relationships across the workplace and long-term effectiveness and success. Mediation addresses complex relationship difficulties head-on so that working relationships can be restored.

Fostering a philosophy of mediation as a culture and a “co-entrepreneurial” business model, Doherty and Guyler consider what mediation is, why it is necessary and how it works, including the main principles of operation and the 6-step structure of a mediation meeting. They analyze the reasons for conflict and suggest useful everyday communication skills to help defuse anger or aggression. Real case studies look at specific complaints of bullying, of sexual harassment and of racism, generational conflicts within family businesses and boardroom conflicts between chairmen and CEOs.

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"*GetAbstract* recommends it to serious students of mediation and to human resource professionals who require in-depth solutions." - **getAbstract.com**

"An excellent set of case histories and examples emphasizes processes and successful outcomes." -- **The Midwest Book Review**

#### About the Author

**Nora Doherty** is one of the UK's leading independent consultants in the field of workplace mediation for businesses and organizations.

**Marcelas Guyler** is a business trainer, communications and development consultant, workplace mediator, Managing Director of The Human Business Limited and principal consultant of MCRG (the Mediated Cultures and Resolutions Group).

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