

# Introduction to the mediation process



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Mediation is an informal process that provides people at work with the opportunity to discuss their issues with each other with the help of an outside, independent person. The mediator will not impose a solution on the parties as it will be up to the employees engaged in the mediation process to arrive together at a resolution that all feel they can live with. The mediators are trained independent people whose role is to assist the parties to identify the problems and facilitate a safe and respectful discussion and explore whether a settlement or resolution is possible. Parties are also free to end or pause their involvement in the process at any time.

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