

WORKPLACE MEDIATION PROGRAM

EDR administers the Commonwealth's workplace mediation program. Mediation is a confidential and voluntary process through which neutral third parties (mediators) assist people in conflict in exploring their differences and developing their own solutions to their concerns. A decision to mediate a dispute does not prevent an employee from initiating a grievance later, but a written agreement to extend the 30-day grievance filing deadline is required to preserve the right to grieve at a future date. If you are interested in requesting mediation, contact your Agency Workplace Mediation Coordinator.

- WHO?** All state employees, including probationary and non-classified, may use mediation.
- WHEN?** EDR can conduct mediation for parties usually within 30 days of the request by the agency.
- WHAT?** Communication difficulties, work environment issues, system modification, cultural and personality clashes, adaptation to change, discussions of perception, trust issues, and relationship tension can all be addressed through mediation.
- WHY?** Unresolved workplace conflict lowers productivity, diminishes job satisfaction, drains time and energy from employees and can spill over to other units. Mediation can help avoid these monetary and human resource costs.
- WHERE?** Usually in a place other than the participants' workplace, to foster a sense of privacy and neutrality.
- AND.....** Many innovative and creative ideas are generated through mediation. The mediator can guide participants in adopting different ways of handling conflict, which, when utilized, can provide a better work environment. Consider mediation to address workplace conflict constructively, and at the earliest opportunity.



The Department of Employment Dispute Resolution

One Capitol Square
830 East Main Street, Suite 400
Richmond, VA 23219

Toll-free: (888) 232-3842 (23-Advice); Richmond metro area: (804) 786-7994

Website: www.edr.virginia.gov

E-mail: administrator@edr.virginia.gov