



# Informal Mediation

Facilitating dialogue toward understanding



**OFFICE OF  
THE OMBUDS**

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## What is informal mediation?

Conflicts can arise in any workplace setting. That's why the Office of the Ombuds is here – to offer a confidential and impartial space for resolving issues or concerns.

Informal mediation is a process by which a trained mediator helps participants build rapport, explore their conflict, and develop mutually beneficial solutions. Informal mediation is **confidential** and **voluntary**. Unlike formal university processes, informal mediation emphasizes collaboration and understanding.

# How does it work?

01

First, the mediator will meet individually with participants to explore their concerns and discuss if mediation is right for the conflict.

02

If all participants agree, a joint meeting is arranged where they can openly discuss their issues in a safe environment.

03

The mediator may pose questions, help guide the mediation, and ensure a space where participants can speak without interruption and feel heard.

All participants may reach an informal agreement, and the mediator may check in with the parties individually and/or as a group to see how things are going.



# Why choose mediation?

- **Confidentiality:** Discussions held in mediation are confidential and cannot be disclosed unless all participants agree.
- **Empowerment:** Participants – not the mediator – craft solutions that meet their unique needs and circumstances.
- **Relationship Building:** By fostering open communication and understanding, mediation helps participants build relationships that might otherwise be strained by conflict.

## Want to explore if mediation is right for you?

Contact us to schedule an initial consultation!

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