

WHEN DOES IT HELP?

Mediation is helpful in dealing with most disputes, including:

- interpersonal issues
- perceived bullying
- supervisor-supervisee conflict
- co-worker conflict
- personality conflict
- differing work style

It is inappropriate for cases that involve:

- discrimination
- sexual harassment
- serious misconduct
- criminal activity
- termination
- denial of promotion or tenure

Mediation Service Provided By
University at Buffalo
Employee Assistance Program

UB EAP Offices

156 PARKER HALL

110 HRD

1021 MAIN STREET

Involved In A Dispute?

Contact Us:

645-4461

UB-EAP@buffalo.edu

FREE!

IMPARTIAL!

VOLUNTARY!

CONFIDENTIAL!



University at Buffalo
Mediation Service



Workplace conflict
is stressful.

Call us to discuss ways
to resolve your disputes!

The University at Buffalo
encourages the early
resolution of conflict
through this program.

Call us: 645-4461

WHAT'S IT ABOUT?

- Helping employees manage interpersonal problems or workplace disputes in an informal, neutral setting.
- Working through and resolving problems in a way that can make things better for everyone.
- Utilizing our credentialed and experienced staff to resolve your dispute.

**Contacts are
CONFIDENTIAL**

WHY MEDIATION?

- To minimize distraction, anger, fear, anxiety and concentration difficulties that may be associated with your workplace dispute.
- To avoid additional problems resulting from the ongoing conflict.
- To put an end to your conflict, and restore peace in the workplace.

**Would YOU like to have a
PEACEFUL workplace?**

Call Us: 645-4461

WHAT HAPPENS?

- Parties in conflict talk to the mediator and to each other about the problem.
- Mediator guides discussion, providing a safe and neutral place for dialogue.
- Parties discuss ways to resolve the dispute.
- Mediator facilitates resolution as a means of improving relationship.
- Parties reach resolution, then sign and implement agreement.