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

**When Does It Help?**

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**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!**

**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.

**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.

**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.

**Call Us: 645-4461**

Would YOU like to have a PEACEFUL workplace?

Contacts are CONFIDENTIAL