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?**

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.

Contacts are CONFIDENTIAL

Would YOU like to have a PEACEFUL workplace?

**Call Us:** 645-4461