

What is Employee Mediation?

The Employee Mediation Program is an informal, structured process designed to assist City of Albuquerque employees in discussing workplace issues and develop a more positive and productive workplace environment.

Mediators, or neutral third parties, assist individuals in working toward a mutually acceptable solution to their workplace issue. Mediation offers each party an:

- Opportunity for each person to discuss his or her perspective of the workplace issue(s).
- Opportunity to develop new ways of handling their workplace issue.
- Opportunity to create an agreement that both parties are satisfied with.

WHO ARE THE MEDIATORS?

The mediators used by the ADR Office are trained and experienced in mediation skills and bring additional professional skills to the mediation.

WHERE & WHEN DO MEDIATIONS TAKE PLACE?

Mediation sessions are scheduled at City Hall on the 4th Floor. The session can take place during work hours depending on the schedules of the people involved.

City of Albuquerque
Legal Department
Alternative Dispute Resolution Division
4th Floor City/County Building
PO Box 2248
Albuquerque NM 87103
Phone (505) 768-4500
Fax (505) 768-4525

Employee Mediation Program

An opportunity for City of Albuquerque Employees to discuss workplace issues privately and confidentially.

*Alternative Dispute Resolution
Office*



Legal Department
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BENEFITS OF MEDIATION

Confidential – The Mediator will not disclose what is said in the mediation session. The only exception is the signed, final agreement and certain legal requirements.

Control – The mediator keeps the lines of communication open, but does **not** make decisions about how the dispute should be resolved. Decision making power is reserved for the participants affected by the outcome. The mediator will act as a neutral third party.

Voluntary – Participants choose whether they want to mediate. Participants can also choose to stop the mediation process at any time. Participants choose to reach an agreement.

Private – Mediation occurs in a private environment. The participants decide who needs to be involved in the mediation.

Quick and cost-effective – Mediation services are provided at **no charge** for City of Albuquerque employees. Mediations are often scheduled within one to two weeks.

Respectful – Mediation respects differences in opinions, beliefs and backgrounds.

It Works! – Research shows people are more satisfied with the result and comply with the terms of the agreement because; participants are involved in creating their own solution.

THREE AREAS OF CITY EMPLOYEE MEDIATION

General Employee Mediation – Any City Employee can request mediation with any other employee(s) or supervisor to address workplace concerns early and constructively.

Predetermination Mediation – A supervisor contemplating formal disciplinary action against an employee requests mediation review after giving notice to the employee and before the employee responds to that notice. Predetermination mediation helps supervisors and employees to:

- Clarify the reasons for contemplating discipline.
- Reach agreement on what happened and what should follow.

- Define mutually agreeable terms for improving the workplace.

Grievance Resolution Mediation – Within 10 days of becoming aware of a grievable act, an employee contemplating a formal grievance request mediation review. Grievance Resolution Mediation helps employees and their supervisors to:

- Clarify the reasons for contemplating a formal grievance.
- Reach agreement on what happened and what should follow.
- Define mutually agreeable terms for grievance resolution.

WHAT HAPPENS IN THE MEDIATION SESSION?

The mediation process begins with the mediator reviewing the Agreement to mediate and describing how the process will be conducted. Each party is given a full opportunity to share his/her perspective on the workplace issue(s). The mediator summarizes this information and assists the parties in:

- Defining the issue(s),
- Generating options for resolution, and
- Working toward a mutually agreeable solution.

HOW DO I BEGIN THE MEDIATION PROCESS?

- Call the City Alternative Dispute Resolution Office at (505-768-4500).

We will work with you to answer any questions and determine if mediation can help you resolve your workplace issues.

- If a City Department referred you, the Alternative Dispute Resolution Office will contact you.