

Learn skills to manage & resolve issues NOW before they escalate.

Use NFS Mediation services in:

- Training
- Mediation
- Consultancy

as well as our tailored service and ongoing support.

NFS staff are highly experienced, flexible, can offer hands on practical help to work and train with you and your organisation. NFS will empower you to resolve your own issues, while you are safe in the knowledge that continuous support is always there.

Save Money... Save Time... Save Effort



Our mediators are members of the College of Mediators. Established in 1996 and sets standard for mediation & maintains a register of members who meet those standards. It works to promote best practice & protect the public.



OCN approved learning centre, providing formal, recognition of achievements

ASBActionNet Helping organisations to tackle anti-social behaviour

Runner up 2009 working with Southampton City Council



Local • Confidential • Impartial • Independent

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Working with



Why as an employer do I need Skills Training or Mediation?



Following the Dispute Resolution Review (DRR) of the Employment Act on 6th April 2009, the Law now states Employers and Employees should always try to resolve problems at the earliest possible opportunity and with the least formality.

The importance of training staff and use of Mediation within the workplace can only lead to ***Saving Employers time, money and stress***. It focuses on stopping the situation reaching an Employment Tribunal - emphasising the value of alternative dispute resolutions.

As a charity with mediation models recommended to be rolled out nationally by the House of Commons Select Committee on ASB, NFS Mediation offers tailored services that encompass skills training, mediation and ongoing support.

Don't let it escalate, early intervention **does** save time, money and effort.

What is Skills training?

Every business has disputes within its work force at some point.

Recognising that this takes up time, money and resources is sometimes difficult to see and quantify.

The loss in management time, low morale, reduced production, sickness absenteeism is however very real. No business can afford any loss in their effectiveness in the market place today.

By enhancing the skills of your staff in areas like:

- Dispute management
- Facing difficult conversations
- Resolving complaints
- Dealing with anger
- Understanding conflict & dealing with it
- Managing absences
- Enhancing listening & communication skills

you provide your business with the opportunity to keep your most valuable asset - your members of staff.

Recruiting and retraining is expensive, time consuming and frustrating.

Skills training is not - *make it part of your business now*.

Remember many situations are difficult to handle, but the most effective way of handling them is in an informal discussion between parties.

The skill to manage this effectively can reduce the stress of the situation for both parties.

NFS tailors each of its training packages to the customers own individuals needs. It recognises that each business is different. It embraces your uniqueness and works with you to enhance it.

Why would a business need mediation?

Not including the new law it is a fact that when emotional situations are involved they become difficult to manage. Often the situation/problem is lost along the way and deadlock can occur.

What is it? Professionally qualified people who get both sides to listen to each other, who don't make judgements, who guide without directing.

Why use it? It can help diffuse many situations like:

- Workplace disputes; including bullying & harassment
- Multiple party issues
- Relationship breakdown
- Personality clashes
- Communication problems
- Discrimination issues

How does it work? Mediators provide focus, empowering people to talk freely without recourse and get parties to listen equally, unravelling what the issues really are. The clarification often diffuses anger and shows parties a way forward.

When should it be introduced? The earlier the mediation is introduced reduces the possibility of entrenchment. But it can also be used at any stage, including rebuilding a relationship after a formal dispute has been resolved.

How will this reduce my costs?

Time spent on trying to resolve difficult emotive issues is time taken away from your day to day business.

Situations can quickly escalate through disciplinary and grievance processes to employment tribunals which are costly in many ways, not always just financially.

By learning new skills to manage this more effectively or using professional mediators, time is saved. Time is money.

Mediators provide ladders for people in disputes to climb down