

Mediation Benefits Everyone:

- Minimizes incident escalation
- Saves time, money, & resources
- Teaches problem solving skills
- Promotes an inclusive culture
- Values differences as strengths

Mediation Is:

A guided conversation between participants looking to address and resolve workplaces disputes in a voluntary, confidential setting

Successful mediation results in an agreement designed by the participants

The agreement is confidential except when other parties direct approval or assistance is needed to implement the agreement

Mediation is Not:

- Appropriate for every dispute
- A replacement for a union grievance
- A substitute for discipline

Meet to Resolve Mediation Program
Office of Diversity and Equal Opportunity
MA Department of Correction
One Industries Drive
P. O. Box 946
Norfolk, MA 02056

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MA Dept. of Correction
Office of Diversity &
Equal Opportunity



Mediation Service for Workplace Disputes:

- Resolve issues quickly, confidentially
- Build productive workplace relations
- Help Clarify Ongoing Issues and Concerns
- Relieve Workplace Stress
- Focus on the Future

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Meet to Resolve Direct line:
(508) 850 - 7787

Voluntary, confidential mediation services for employees, contractors & vendors

About the Meet to Resolve Mediation Program

Meet to Resolve is DOC's Equal Employment Opportunity (EEO) mediation program that provides a fast, fair, neutral, and informal alternative to traditional EEO counseling and investigations.

Mediation is voluntary.

Mediation can be an option prior to beginning more formal, time consuming processes

Mediation is also an option after the close of administrative processes, providing parties an opportunity to talk and rebuild working relationships.

Parties develop their own solutions with the assistance of a neutral third party.

All decisions are made by the parties, not the mediator.

There is no requirement to settle a case, however parties tend to find confidential mediation conducive to reaching an agreement.

Mediation provides the opportunity to craft creative solutions that might not be options during a formal hearing

How it Works:

It starts with a referral request. Supervisors can request a mediation screening. Employees can self-refer using the form available or calling the office directly.

A mediator will contact you and speak confidentially with you about the dispute.

If all parties agree, a mediation is scheduled at a time and place that is convenient to all parties.

Solutions and agreements are developed by participants to meet their needs.

Agreements reached in mediation are confidential. No record is kept of the mediation other than the mediated agreement.

Subsequent sessions can be scheduled to deal with new events or issues involving honoring the mediated agreement.

If no solution is reached, parties are free to pursue their other venues.

Services Available:

Mediation: Confidential meetings affording employees the opportunity to address workplace disputes in a confidential setting. Parties work together with everyone involved to create solutions that meet everyone's needs. Parties to a mediation may include co-workers, supervisors, vendors, or contractors.

Conflict Coaching: One on one discussion of issues creating conflict. Coaching can help parties examine conflicts, develop methods to diffuse the conflicts and create more productive working relationships.

Training: 1 ½ hour to 2 hour modules to address a variety of methods to address and diffuse conflict in the workplace.

Consulting: Working individually to departments and managers to develop ways to integrate DOC's ADR programs into your portfolio of services.

For more information please call:
Mediator
Direct line: (508) 850 - 7787