Experiencing conflict at work?

Having a difficult time working with a colleague?

Having trouble communicating in your professional life?

Feeling frustrated, vulnerable, or attacked?

**You are not alone**. The Steelworkers local 1998 Internal Mediation Service (SIMS)

may be able to help.

**What is mediation?** Mediation is a confidential, voluntary, and effective process

that brings people together, with mediators present, to help them reach a

resolution to a dispute.

**What is the SIMS?** The Steelworkers local 1998 Internal Mediation Service is a

mediation process facilitated by a team of trained mediators who work with Local

1998 members to help resolve workplace conflicts.

SIMS uses a non-adversarial, interest-based problem-solving approach. Our

process establishes a safe-space for dialogue; we will facilitate a process to help

you be heard and understood by your co-worker, and have an opportunity to hear

and understand from your co-worker their needs and concerns.

**What type of situation does the SIMS deal with?** The service can help to

resolve a variety of conflict situations; for example:

• Workplace conduct (e.g., speaking tone, communication styles)

• Workplace climate (e.g., dignity, respect, workplace culture)

• Negotiating shared space & shared resources

• Social and interpersonal interactions

**What is the mediation process?**

If both members agree to participate, here is what occurs:

a. Two co-mediators are assigned

b. The co-mediators contact each member to establish a time to meet and

discuss issues and concerns

c. The co-mediators meet with each member to hear their perspective on the

situation

d. The co-mediators meet with both members together for a structured and

facilitated process to ensure a respectful and safe conversation to discuss

issues and concerns and explore mutually acceptable resolutions.

e. The mediators follow up with the members to help ensure follow-through on

agreements

**How do I initiate the process?**

Please contact USW LOCAL 1998 (416) 506-9090 info@usw1998.ca