



# MEDIATION

## DEFINITIONS AND ACRONYMS

**Conflict:** A conflict is a concern, a dissatisfaction, a problem, a disagreement, or a complaint about an issue, interaction, process, policy, decision, or treatment.

**Collaboration:** Collaboration is an approach in which we work together using our resources to reach a common goal.

**Conflict Coaching:** Conflict Coaching is a one on one process that allows employees to receive empathy while developing an understanding of how to approach a conflict or challenging relationship on their own.

**Dispute:** A dispute is a conflict where a need or demand has been negated and has escalated to a point where the parties have become entrenched in their positional demands.

**Facilitated Conversation:** A facilitated conversation is an informal process where a member of HR or a line manager facilitates the communication between employees with the goal of supporting them to resolve their conflict, after having been contacted through the open-door option.

**Mediation:** Mediation is a conciliatory process in which an acceptable third person or persons, with no decision-making authority or power to impose a resolution, intervenes in the conflict or dispute of the participants with the goal of supporting them to reach agreement.

**Mediator:** A mediator is a qualified HR member who provides services to assist in the early resolution of workplace problems, facilitating meetings and conducting mediations between the participants to assist them to explore and, if possible, resolve some or all the issues or problems through a mutual agreement.

**Toxic Triangulation:** Triangulation occurs when a third person gets involved in the relational dynamics of two others. Toxic triangulation occurs when the third person doesn't restore direct communication, and instead distorts it and either unwittingly or intentionally colludes with the person who complained.

**Open Door Option:** The open door option grants all employees access to successively higher levels of the management chain of command.

**Referral:** A referral provides contact information and orientation on how to access other Programs or offices that are available at UCI.