



John Peter Weldon LL.L., C.Med.
Mediator - Facilitator - Lawyer

John Peter Weldon

Has been providing communication and mediation seminars since 1997 for the Quebec Bar, for various agencies of the Quebec government, and in the health, education and business sectors.

Has been an accredited family, civil, commercial, and workplace mediator since 1993.

Has developed specific expertise in the prevention and mediation of cases of workplace harassment, bullying and discrimination.

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Mediating Workplace Harassment Complaints : A Transformational Approach

3-Day Seminar

Workplace harassment complaints generally signal a larger crisis in personal relationships, often accompanied by shortcomings on the part of management.

Mediation can provide parties who so desire with a safe space to express their points of view, their feelings and their requests in a confidential setting. It's a form of participatory justice that puts participants at the center of a process which recognizes their right to make choices and decisions at every stage.

Mediation gives voice and standing to the party who feels victimized. It allows the other party to realize the impact of his or her words and actions, provide an explanation, make an apology if appropriate and propose tangible measures, if need be, to 'repair' the relationship and the harm done. It's not about judgment, punishment or stigmatisation. It's about communication, taking responsibility and making right the situation.

From the viewpoint of an employer called upon to deal with a workplace harassment complaint, mediation represents a swift and economical option offering the promise of improving the relationship between the parties, as well as restoring calm and respect in the wider workplace. From the viewpoint of unions or management associations, mediation is the obvious option for handling delicate situations where both parties to a complaint are members of the same association.

It goes without saying that mediations undertaken in such a sensitive area must be entirely voluntary, present strict guarantees of confidentiality, be carefully prepared, respect the evolutionary nature of the process and receive appropriate follow up. The seminar, based on the transformational model of mediation, relies on these five characteristics to help predict and avoid the many interpersonal, administrative and institutional pitfalls inherent in this field of practice.

Course teaching is interactive, regularly inviting participants' reactions to content and process. Attitudes and techniques specific to transformational mediation are illustrated through live and filmed interactions between the facilitator and teaching assistants in various roles.

CLIENTELE

The seminar is open to anyone concerned with the issues of workplace harassment, bullying and discrimination. Previous training in workplace harassment is desirable but not required. Registration is limited to 12 participants.

OBJECTIVES

Recognizing the specific needs of the three main actors in a potential situation of workplace harassment: the alleged victim, the other party (or parties), and the employer.

Developing the attitudes, skills and methodology required to respond adequately, through mediation, to those needs.

Creating the optimal combination of listening and structure so that participants can express themselves and be heard, begin to see their situation from another angle, take stock of the situation and consider acceptable outcomes.

METHODOLOGY

- Theory capsules
- Individual, partnered, and group processes
- Observation of live and filmed roleplays
- Plenary feedback

CONTENT

The workplace harassment complaint seen as a relationship crisis
Modes of intervention / models of mediation
A brief summary of communication styles
Initial contact with the employer / union
A model consulting contract
The transformational mediation mandate
Preliminary meetings with each of the parties
Fostering empowerment and recognition
The five spheres of mediation
'Signpost' events and micro-strategies
The emergence of broadening viewpoints of the situation
Developing means of rectifying the situation
Presenting apologies, drawing up summaries of agreement
Follow up with the employer, the parties and the wider workplace

COST AND AVAILABILITY

For information on rates and availability of the seminar in your workplace, please contact John Peter Weldon at **819 565-7120** and at johnpeter@johnpeterweldon.com