

Mediation services are

- Free
- Timely
- Confidential
- Voluntary
- Non-threatening and fair
- Neutral and unbiased
- Private

In mediation, the process is managed by the mediators; the content and resolution are the responsibility of the parties.

HOW TO ACCESS THE SERVICE

For more information about the service, please phone the Professional Support Services Officer at 604-592-8396. If mediation is the appropriate service, the Professional Support Services Officer will assist in coordinating mediators and dates.



Surrey Teachers' Association Mediation Service

A voluntary and confidential service provided to STA members to mediate challenges between colleagues and co-workers.

Experiencing conflict at work?

Are you having a difficult time
working with a colleague?

Are you having trouble communicating
in your professional life?

Are you feeling frustrated or vulnerable?

Is a working relationship breaking down?

Are you avoiding interacting
with a colleague?

Are you feeling uncomfortable
to resolve without outside support?

The STA Mediation Service may be able to help.

WHAT IS MEDIATION?

Mediation is a carefully designed process that brings (usually 2) people together in conversations, with mediators present, to help them explore the conflict situation and move to resolution.

WHO USES THIS SERVICE?

This service is available to any Surrey Teachers' Association member who needs to resolve a dispute with another staff member who is willing to participate in the mediation process.

WHO PROVIDES THE SERVICE?

The mediation team is a voluntary, diverse group of your colleagues trained in mediation skills and dispute resolution processes. Where a dispute involves STA and CUPE members a joint team will facilitate the mediation.

WHAT TYPE OF CONFLICT SITUATIONS DOES THE MEDIATION SERVICE DEAL WITH?

1. Respectful professional relations.
2. Social interactions.
3. Resources and/or funding.
4. Duties, roles, and responsibilities.
5. Professional responsibilities, including student discipline and reporting.
6. Professional practice within departments including teaching style, methods, or assessment techniques.
7. Decision making, policies, and procedures.
8. School culture and climate
9. Ethical conduct, including speaking about colleagues or students.
10. Communication about or with students, parents, administrators, support staff, and/or the public.



HOW DOES IT WORK?

- A member contacts the STA
- Professional Support Services Officer (or the member may agree to) contact the other person involved.
- If both agree to the mediation process then both submit a short pre-mediation form
- One member will meet with the mediation team for a morning with release provided
- The other member will meet with the team in the afternoon with release provided
- Both members meet with the team for a day with release provided
- Confidentiality is maintained throughout the process by members and the mediation team
- Administration is not involved and does not need to be aware of the process even occurring.