

THE IMPORTANCE OF INTAKE MEETINGS IN WORKPLACE MEDIATIONS: *A mini workshop*

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What we will be looking at:

What is the purpose of an intake meeting?

What *really* happens at an intake meeting?

What is the goal of an intake meeting?

We will be considering the questions:

Can you set up a productive mediation at the intake meeting?

What would a mediation be like if you did not have an intake meeting?

Let's define our terms

What is a workplace mediation?

What is an intake meeting?

What is the purpose of an intake meeting?



What *really* happens in an intake meeting?



What is the goal of an intake meeting?



Are there any other purposes of an intake meeting?
eg assessment of suitability



RESOLVE
AT WORK

What do our standards say?

National Mediation Practice Standards

Part III – Practice Standards

3. Conducting mediation: Preliminary conference or intake

3.1 In the preliminary conference or intake the mediator must ensure that participants are provided with the following:(a) a description of mediation and the steps involved including the use of joint sessions, separate sessions and shuttle negotiations;(b) information on how to provide feedback or lodge a formal complaint in relation to the mediator.

The preliminary conference or intake may be conducted by a person other than the mediator.

- 3.2 The preliminary conference or intake includes:
- (a) assessing whether mediation is suitable and whether variations are required (for example, using an interpreter or a co-mediation model in culturally and linguistically diverse communities or introducing safeguards where violence is an issue).
 - (b) explaining to participants the nature and content of any agreement or requirement to enter into mediation including confidentiality, costs and how they are to be paid.
 - (c) identifying who is participating in the mediation and to what extent participants have authority to make decisions.
 - (d) advising participants about the NMAS and how it can be accessed.
 - (e) assisting participants to prepare for the mediation meeting including consideration of any advice or information that may need to be sought and/or exchanged.
 - (f) referring participants, where appropriate, to other sources of information, advice or support that may assist them.
 - (g) informing participants about their roles and those of advisors, support persons, interpreters and any other attendees.
 - (h) advising participants about how they or the mediator can suspend or terminate the mediation.
 - (i) confirming each participant's agreement to continue in the mediation.
 - (j) deciding venue, timing and other practical issues.

Conclusion

Can you set up a productive mediation at the intake meeting?

What would happen in mediation if you did not have an intake meeting?

Thank you

Elizabeth Rosa

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