

The APS Employee Assistance Program provides mediation services for resolving conflict within the workplace.

Often, mediation is the answer to the question, "How can I get two employees to stop battling with each other and start working together?" or, as a supervisor, "How can I get this employee to work with me?"

How Can I Set Up A Mediation Session?

All mediations are voluntary and must be set up through a supervisor or administrator. After speaking with the two employees to see if they both agree to mediation, the supervisor then calls the EAP office to request the mediation session. Once the mediation time and date has been set, the supervisor relays this information to the two individuals.

How Does the Mediation Process Work?

Mediation focuses on resolving workplace conflicts that negatively impact work performance, the work environment, and the work performance of other people at the work site. The EAP provides a neutral, confidential setting for each employee to express their point of view and to explain their side of the conflict. The trained mediators work with the employees to reach an agreement about how they will constructively deal with each other at work.

The sessions take place at the EAP office to ensure confidentiality and privacy. Information about the mediation process is not placed in personnel files and information about the agreement is not released without the written permission of the employees involved. Generally, an initial two hour session provides enough time to resolve the conflict.

Will Mediation Work For Me?

The EAP reports that mediation works well about 89-95% of the time. Addressing and resolving conflict and difficult work situations can restore an employee's sense of safety at work as well as enhance team efforts.

The EAP mediation process involves the two employees coming together in a safe and neutral environment to discuss those issues that have contributed to the break down of communication. Therefore, mediation works best when it is approached with an open mind and a willingness to hear another person's perspective in order to clear the air and work through the impasse.

The APS Employee Assistance Program

hours of operation are:

Monday-Thursday 8:00-6:00

Friday 8:00-4:00

Time is set aside each Monday morning

from 10:00-12:00 for mediation

Call 884-9738 for more information or to
schedule a mediation.

EMPLOYEE ASSISTANCE PROGRAM

City Centre

6400 Uptown Blvd., NE

Albuquerque, New Mexico

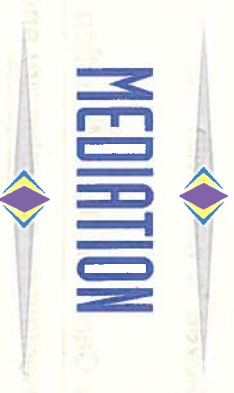
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505-884-9738

APS Employee Assistance

Program

MEDIATION



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