

Capsticks Mediation Service

Capsticks HR Advisory service has a reputation for excellence when it comes to investigations and culture reviews. We support clients with upholding the principles of best practice, including overcoming challenges to promote a just and learning-based approach.

There is always more that can be done to avoid these processes from the outset, and our mediation service provides one of these solutions. Following the successful launch of our mediation service, we have expanded this in order to provide clients with a range of mediators and cost effective solutions.

WHAT IS MEDIATION?

Mediation is simply a way to mend a relationship and resolve conflict when there are disagreements between people. Mediation enables people to talk openly and directly to one another with the intention of resolving their differences and understanding each other's perspectives. The aim of mediation is to re-establish a positive and productive working relationship with appropriate boundaries, common goals and improved communication.

Mediation is facilitated by a trained mediator who is a neutral and impartial person, there to support all the people involved to find a solution. Importantly mediation is not about judging who is right and wrong; instead the focus is on finding a way to work together productively and positively in future.

WHAT ARE THE BENEFITS OF MEDIATION?


There are numerous advantages to using an external and independent mediation service for both employers and employees:

- An informal way to resolve differences.
- Can help to prevent formal processes such as employment tribunals from being initiated.
- Often quicker, more cost-effective and less daunting than a formal investigation.
- It is a voluntary and confidential process.
- Can help reduce stress and retain valued employees.

WHY CAPSTICKS MEDIATION SERVICE?

Capsticks HR Advisory is already an established market leader in both the legal and HR Consultancy industry, with a strong reputation for investigating workplace concerns and uncovering culture problems amongst colleagues at work. Our mediation service combines our expert knowledge of understanding people and workplace problems and our experience of knowing how to properly support people in resolving their differences, without the need for formal processes.

MEET OUR MEDIATORS



RACHAEL HEENAN
SENIOR PARTNER
07538 680529
rachael.heenan@capsticks.com

Rachael is Senior Partner at Capsticks. As well as leading the firm, she works with clients across health and social care, regulatory and housing sectors on workforce and governance issues, as well as wider business strategy. As an accredited mediator with CEDR (Centre for Effective Dispute Resolution), Rachael has extensive and successful experience in finding resolutions in complex cases and situations involving very senior staff such as medical consultants.



SURI HALL
HR CONSULTANT
07540 702442
suri.hall@capsticks.com

Suri is an accredited mediator and combined with her extensive experience as an investigator and reviewer is able to use this expertise to find resolutions that often arise from Employee Relations processes. Suri is available to support all types of mediation and is specifically helpful in team dynamics. Her business psychologist knowledge is particularly beneficial for assisting in scenarios where relationships are impaired.

GET IN TOUCH

If you would like to discuss the mediation service, and find out how it can help your organisation, please contact our team: hayley.parkhouse@capsticks.com.

CAPSTICKS

capsticks.com
Twitter: @capstickslp

BIRMINGHAM

1 Temple Row
Birmingham, B2 5LG
T: +44 (0)121 230 1500
F: +44 (0)121 230 1515

LEEDS

Toronto Square
Leeds LS1 2HJ
T: +44 (0)113 322 5560
F: +44 (0)113 242 2722

LONDON

Wellington House
60-68 Wimbledon Hill Rd
SW19 4DR
T: +44(0)20 8780 2211

MANCHESTER

Clarence House
Clarence Street
Manchester M2 4DW
T +44(0)125 726 6008

WINCHESTER

Staple House
Hampshire, SO23 8SR
T: +44 (0)1962 678 300
F: +44 (0)1962 678 311