



What is Mediation

What is mediation about?

- 1 Mediation is about making sure that people's perspectives are heard and understood.
- 2 Mediation is about supporting people in identifying their interests in any conflict.
- 3 Mediation is about reaching a common and workable agreement.

Who needs mediation?

We all need mediation at some time in our lives. A dispute at work or in the home. Disagreement between groups. So often such incidents develop beyond our ability to resolve them. Then we require mediation to help us deal with the issue of conflict and work out a constructive and satisfactory solution.

Peaceworks mediation

- 1 Peaceworks is an independent charity. It seeks to provide mediation for individuals and groups.
- 2 Peaceworks supports people through mediation and helps them negotiate a constructive agreement.
- 3 Peaceworks trains mediators and equips people to handle future conflict effectively.

What do mediators do?

Peaceworks mediators are trained in mediation skills. They are independent from any person involved in a dispute.

A mediator is a skilled listener and helps people engaged in conflict to hear one another, look for shared interests, develop an effective agreement, and helps the disputants implement that agreement.

A mediator acts as a resource to people in conflict with information, services and choice.

A mediator can be: A listener, an arbiter, a signpost, a guide, an enabler, an encourager.

A mediator cannot be: A persuader, an advisor, a counsellor, an advocate, a biased friend.

More about Peaceworks

Peaceworks exists because there is a need for an independent mediation service. There are many disputes within the workplace, the home and local communities. Local authorities, police and teachers all recognise the need for and benefit of an independent mediation service.

Peaceworks is a charity with a board of Trustees who monitor every area of its work and practice. Peaceworks is funded by voluntary donations, grants and fee based mediation.



Services Offered

- 1 Confidential and specifically designed mediation processes for particular disputes.
- 2 Training in mediation skills at all levels.
- 3 Confidential advice on best practice in any situation of potential conflict.
- 4 Monitoring the implementation of mediated agreements.

How can I help?

Peaceworks need volunteers to train as mediators.

Peaceworks needs funding to continue its work of mediation. Peaceworks needs advocates who can give this leaflet to someone in need of mediation and tell them about Peaceworks.

Contact Information

Peaceworks
Town Hall
Clarence Road
Bognor Regis
West Sussex
PO21 1LD
Registered Charity No. 289308
Tel: 01243 820604
E-mail: info@peaceworks.org.uk