

## WHAT IS MEDIATION



Conflict in the workplace is inevitable and sometimes colleagues need assistance to understand and resolve their differences. Mediation is a respectful and inclusive process offered to all OSSTF/FEESO members to aid them in reaching a resolution. It is a voluntary, confidential process where a neutral third party encourages and facilitates the resolution of a dispute between two or more members. Mediation is informal and non-adversarial.

## WHY USE THE MSRB?

Mediation is an informal and non-adversarial process, which has the objective of helping the disputing parties reach a mutually acceptable and voluntary agreement. For over fifteen years the MSRB has facilitated successful resolution for OSSTF/FEESO members across the province.

For more information please contact Provincial Office.



## MEDIATION SERVICES RESOURCE BANK



**Ontario Secondary School Teachers' Federation**  
**Fédération des enseignantes-enseignants**  
**des écoles secondaires de l'Ontario**  
60 Mobile Drive, Toronto, Ontario M4A 2P3

TEL 416.751.8300  
TEL 1.800.267.7867  
FAX 416.751.3394  
[www.osstf.on.ca](http://www.osstf.on.ca)



## WHAT IS THE MSRB?



OSSTF/FEESO's Mediation Services Resource Bank (MSRB) provides dispute resolution services to members who are in professional conflict with other members. It consists of ten mediators who live and work across the province. All are Federation members with extensive training and experience in mediation and conflict resolution. In order to preserve confidentiality, mediators are usually assigned from outside the geographic area of the disputants. Services are provided in English and French, as required.

## WHAT TO EXPECT

Once the members in dispute have agreed to mediation and a formal request has been approved, the members can expect to be contacted by the assigned mediator. The mediator will explore the issues in depth with each member individually. The mediator will then propose a time and place for a face-to-face meeting. At the meeting, the mediator will establish ground rules and ensure respectful dialogue. The goal for the disputants is to generate a mutually agreeable resolution.



## ACCESSING THE MSRB

When a local leader believes that the MSRB may assist in resolving a dispute between members, he or she will make a formal request for mediation from the provincial office. Before submitting a request, the leader will ensure that the disputants enter the process voluntarily and that they enter mediation with the intent of resolving the issue. The mediation will take place at a mutually agreeable time and place. All proceedings are confidential.

## WHEN IS MEDIATION NOT APPROPRIATE?

There are some situations where mediation is not appropriate:

- If any member feels coerced to participate
- If the dispute is a matter of a grievance
- If the dispute is before Judicial Council, Ontario College of Teachers or the Ontario Labour Relations Board
- If the dispute is subject to criminal charges or civil action or a harassment investigation by the employer