Mediating a conflict is challenging, but as a manager or supervisor, the role of mediator comes with your territory. Your willingness to appropriately intervene sets the stage for your own success. Below are the steps for conducting effective workplace mediation between employees.

**Steps for Resolving Workplace Conflict**

1. Schedule a meeting to address the problem, preferably at a neutral place, and always with both parties present.
2. Set ground rules. Ask all parties to treat each other with respect and to make an effort to listen and understand others’ views.
3. Ask each participant to describe the conflict, including desired changes. Direct participants to use “I” statements, not “you” statements. They should focus on specific behaviors and problems rather than people.
4. Ask participants to restate what others have said.
5. Summarize the conflict based on what you have heard and obtain agreement from participants.
6. Brainstorm solutions. Discuss all of the options in a positive manner.
7. Rule out any options that participants agree are unworkable.
8. Summarize all possible options for a solution.
9. Assign further analysis of each option to individual participants.
10. Make sure all parties agree on the next steps.
11. Close the meeting by reminding the participants that is your expectation that they will resolve the conflict proactively as adults. If they are unwilling to do so, you will be forced to take disciplinary action (up to and including termination).
12. Finally, assure both parties that you have every faith in their ability to resolve their differences and get on with their successful contributions within your shared organization. Set a time to review progress.