



The University Mediation Service is a university-wide service available to both staff and students providing independent and neutral advice and support for dispute resolution at Massey University.

## WHAT IS CONSENSUAL DISPUTE RESOLUTION?

Dispute resolution refers to processes that are used to help resolve conflict. Mediation and facilitation are confidential processes in which an impartial and acceptable third person (the mediator or facilitator) helps the parties involved to:

- Identify the differences and the relevant issues, and
- Generate options for settlement, and
- Consider alternatives so that they may reach their own mutually acceptable solution.

The mediator or facilitator does not make decisions for the parties or give legal advice. The focus is on collaboration to improve the future relationship between the parties, not on allocating blame for past differences. The University Mediation Service will respond quickly and confidentially when asked to act, and the aim of the process is to minimise disruption and stress.

## WHAT HAPPENS DURING THE PROCESS?

The parties have the power to agree on the process they want to use. In the absence of any agreement, the following process will be followed:

1. After the initial contact, the mediator will work with the parties to establish the process and a timeframe for that process.
2. A separate meeting will first be held privately with each party to hear about the differences and to explore the issues.
3. If the parties agree, a joint meeting with all parties and the mediator may then be held in a neutral venue. Parties are welcome to seek outside advice as they consider appropriate. If parties wish, support persons may also attend by agreement.
4. In some cases where the matter is easily resolved, one joint meeting may be all that is required. On other occasions, several meetings and more than one private discussion may be necessary. There may also be additional follow-up after the joint meeting.

If resolution is not considered possible, and the problem impedes productive outcomes for any party at work or with their studies, then alternative options will need to be explored by the parties.

## MAKING CONTACT

When difficulties arise, any party who wishes to utilise the University Mediation Service may contact Julia Pedley, Director and University Disputes Advisor, or any of the trained and accredited mediators whose names appear below. If the parties agree to engage in the process, a mediator or facilitator who is acceptable to all parties will be appointed.

Staff or students may also approach the University Mediation Service directly to discuss a situation and ask for advice on process. Should the matter proceed to mediation or facilitation, however, either party may request a different mediator.

<b>Ohu Takawaenga</b>	<b>Julia Pedley, Director University Mediation Service and University Disputes Advisor</b>	<b>06 951 6272</b>	<b><a href="mailto:mediation@massey.ac.nz">mediation@massey.ac.nz</a></b>
Auckland	Isabel Aldiss, Dispute Resolution Practitioner	021 731 309	<a href="mailto:isabel.aldiss@gmail.com">isabel.aldiss@gmail.com</a>
Auckland	Dr Gaye Greenwood, Greenwood Mediators	027 492 0592	<a href="mailto:gaye.greenwood@mediator.co.nz">gaye.greenwood@mediator.co.nz</a>
Manawatū	Virginia Goldblatt, Consultant	027 479 4369	<a href="mailto:v.goldblatt@massey.ac.nz">v.goldblatt@massey.ac.nz</a>
Manawatū	Simon Cayzer, Director	027 548 1701	<a href="mailto:simon@navigator.org.nz">simon@navigator.org.nz</a>
Manawatū	Trevor Weir, Consultant	027 359 8697	<a href="mailto:trevorandkama1@gmail.com">trevorandkama1@gmail.com</a>
Manawatū	Megan Gordon, Consultant	021 161 5946	<a href="mailto:meganruth@xtra.co.nz">meganruth@xtra.co.nz</a>
Wellington	Denise Evans, Aspire Dispute Resolution	027 485 9684	<a href="mailto:denise@adrnz.com">denise@adrnz.com</a>
Wellington	Adam Lewis, Barrister and Mediator	027 481 1514	<a href="mailto:adam.lewis@legalchambers.co.nz">adam.lewis@legalchambers.co.nz</a>

**Get in touch to find out if mediation is the best approach for you**

Director University Mediation Service and University Disputes Advisor Julia Pedley

**[mediation@massey.ac.nz](mailto:mediation@massey.ac.nz)**

