

Mediation Checklist for Resolving Staff Conflict in Schools

1. Is Mediation Appropriate?

- Is the conflict interpersonal, communication-related or behavioural?
- Have both parties voluntarily agreed to take part?
- Are there no safeguarding or gross misconduct concerns requiring formal processes?
- Has the conflict been identified at an early stage?

2. Pre-Mediation Preparation

- Are ground rules agreed (e.g. respectful listening, no interruptions)?
- Have all parties outlined what they wish to achieve from mediation?
- Has a neutral venue or digital setting been arranged for the group session?

3. Mediation Day

- Have confidential one-on-one meetings been held with each participant?
- Has the mediator introduced the structure and role of the process clearly?
- Have both parties had uninterrupted time to explain their views?
- Has common ground been explored and solutions brainstormed together?
- Has a respectful, non-judgemental tone been maintained throughout?

4. Outcomes and Follow-up

- Have both parties agreed on actions or behavioural changes going forward?
- Is there a written agreement (formal or informal) in place if needed?
- Has a follow-up time been scheduled to review progress?
- Is support in place to sustain the resolution (e.g. coaching, HR oversight)?

5. Embedding Mediation in Culture

- Is mediation availability clearly communicated to all staff?
- Are HR leads/SBMs trained to identify early warning signs of conflict?
- Are impartial mediators available (internally or externally)?

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