Using Mediation for Conflict Resolution in the Workplace



RECORDED DATE: July 28, 2021

TIME: 9:00-10:30AM PDT

SPEAKER: Heather Hettiarachchi, LLB MSc CPHR

To access the recording of this webinar, please go here. As a member of SafetyNow, use discount code **SAFETYNOW21** to watch the recording for free on demand. All ancillary material is available as a handout with the recording.

Organization leaders are responsible for creating a work environment that enables people to thrive. If turf wars, disagreements, and differences of opinion escalate into interpersonal conflict, you must intervene immediately with conflict resolution mediation.

Not intervening is not an option if you value your organization and your positive culture. In conflict-ridden situations, your mediation skills and interventions are critical.

We’re not talking about the daily disagreements that employees may experience at work. Most employees will get over and past those fairly quickly. But, a long-lasting conflict that is negatively affecting work and the people who work with the employees in conflict must be resolved.

Heather is a lawyer, mediator and workplace investigator. She is called to the British Columbia Bar and holds a MSc in Training and Human Resources Management from the University of Leicester, UK. Heather currently practices law at Kent Employment Law and advises both unionized and non-union employers on all aspects of employment and labour issues that arise in the workplace.

Heather also provides mediation services, general human resources support and workplace investigation services through her firm, Integritas Workplace Law Corporation.

Heather regularly presents seminars and workshops relating to bullying and harassment, human rights and other employment and labour related topics and is often called upon to comment on workplace issues by the media.