

Acas mediation support

1 . How Acas can help

Mediation is a way to mend relationships when there is a disagreement at work.

[Find out what mediation is and how it can help](#)

Acas can:

- provide external mediators
- advise employers on [introducing mediation](#)
- [train staff in mediation](#)

[Contact the Acas Training and Customer Services team](#)

Acas mediators

Acas can supply employers with external mediators to help solve disagreements.

Acas mediators are independent and impartial. They work with everyone involved in a disagreement. In 2019 to 2020, 76% of Acas-led mediations were fully or partially resolved.

Important: We cannot supply mediators if we are providing [early conciliation](#) or if a claim has been made to an employment tribunal.

[Find out how Acas mediators work](#)

2. How Acas mediators work

With Acas, mediation usually involves a separate meeting with everyone involved in the disagreement, followed by a joint meeting. This can take place remotely, at work, or at a neutral venue.

Important: Acas cannot provide mediation if you are in [early conciliation](#) or if a claim has been made to an employment tribunal.

Preparing for mediation

When the mediation is arranged, you'll get more information so you can prepare.

Sometimes you'll be asked to write down:

- the problem you want the mediator to help with
- a short list of the main things that have happened

This is not always needed but it can help the mediator understand the problem and saves time on the day.

Separate meeting

When you first use a mediator to resolve a disagreement at work, the mediator will meet everyone separately. This helps everyone tell their story and tell the mediator what they want from mediation.

You do not need to bring someone with you to the meeting. If you do want to, you should discuss this, or any other issues that you're concerned about, with the mediator.

The mediator will explain what happens in mediation so that you can decide if it's for you. They'll also explain some of the benefits of mediation.

Mediation is voluntary so you do not have to take part. If, after the first meeting with the mediator, you decide you do not want to mediate, they'll tell your employer that mediation is not possible.

Joint meeting

In the next stage, the mediator brings everyone together for a joint meeting.

Together, you will agree how everyone will behave in a joint meeting. You can ask for a break at any time.

The mediator asks the participants to tell their side of the story, without any interruption, and then sums up the main areas of agreement and disagreement and will talk about what will happen next.

Once the mediator knows the issues that need looking at, they'll encourage you to talk to the other participants. The mediator will work with everyone involved to help move your focus from the past to the future, and agree solutions to your disagreement.

If you reach an agreement

The mediator will help check that any solution and agreement are workable and will discuss recording the agreement you reach.

Once you have reached an agreement, the mediator will end the mediation. The mediator will encourage you all to keep a written record of what's been agreed so that everyone is clear about the way forward. The mediator will explain each person's responsibilities for making the agreement work.

The agreement will only be shared with the parties involved in mediation and anyone they give consent to share it with.

If an agreement is not reached

If an agreement is not reached, you might use other [dispute resolution services](#) to resolve the disagreement.

3. Certificate in Internal Workplace Mediation

Learn how to confidently deal with disagreements at work, before they become bigger and more costly disputes.

The Certificate in Internal Workplace Mediation (CIWM) is a 5-day, accredited training course from Acas. We've trained over 4,000 internal workplace mediators, with a course based on our unique experience as the experts in resolving disputes and managing conflict at work.

How mediation training can help your organisation

Conflict at work can happen in any organisation. If you do not deal with disagreements early, they can lead to resignations, dismissals and sickness absence. Conflict costs UK employers £28.5 billion each year – an average of over £1,000 for every employee.

Mediation is a way to mend relationships when there is a disagreement at work. It can be used early, in any organisation. By training your staff to be internal workplace mediators, you can reduce stress, avoid more formal processes, and save money.

"It's really helped us to become more efficient and effective overall as an organisation, because it's helped reduce sickness [and] increase productivity."

What our course offers

The CIWM trains people managers, team leaders and employee representatives to make a positive difference at work. We'll teach you new personal skills and practical techniques that can help your organisation and your career.

Our expert trainers deliver the 5-day course either in person or remotely. You'll learn through role plays and discussions:

- what causes conflict at work
- how to identify issues before they become bigger problems
- when and how to take action
- what to do in difficult situations
- how to encourage people to take part in mediation

We'll assess you through written and practical work.

"It was five days of quite rigorous training, but it didn't feel like long days. We were left almost wanting more."


Cost and certification

The course costs:

- £2,350 per person for online courses
- £2,425 per person for face-to-face courses

Everyone who takes the course will receive a certificate of attendance. Those who successfully pass the course will be awarded the Certificate in Internal Workplace Mediation.

The CIWM is accredited by NCFE, a nationally-recognised awarding organisation. This means the course is checked and meets a consistent standard.



"As soon as we mention to our staff that our mediators have been trained via Acas, there's an immediate recognition of that quality."


Request a place

To request a place or to find out more:

- [view our upcoming dates](#)
- [contact the Acas Training and Customer Services team](#)

If your organisation has a number of people to train, we can tailor the course to your needs and deliver it within your organisation.

Note: The CIWM is not designed to train people to become external or freelance mediators. It's for staff at all levels who want to help solve disagreements within their organisation.



"I chose Acas because they're a renowned organisation, and I knew that the training that they would give me would be the best I could receive. And I feel it has been."

Related content

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