

Supported problem solving

Who are the mediators?

Our mediators are fully accredited under the National Mediator Accreditation System.

Individually and together, **momentum's** principals, Leta and Sally, have effectively managed hundreds of disputes, many of which were seemingly beyond hope. With their passion and unique approach, they have facilitated excellent, sustainable outcomes and their expertise is highly sought across a wide range of industries, private and public sector alike. They both have extensive experience in mediation, facilitation, conflict coaching, team enhancement processes, training and coaching.



Sally Wiencke

Sally is a nationally accredited, advanced practitioner with LEADR, and a highly experienced practicing CINERGY™ conflict coach with over 25 years experience working with conflict, stress, relationship and communication breakdown as her core business. Sally is highly committed to best practice and the profession and is continually upgrading her skills and expertise in the areas of mediation, coaching, mindfulness, process work and neuroscience research, applying this knowledge to enhance outcomes for the parties.



Leta Chen

Leta is a Registered Psychologist, LEADR advanced accredited mediator and CINERGY™ conflict coach, who first set up a dedicated mediation practice in 1999 to help people engage in meaningful and effective conversations to better manage conflict, and organisations build stronger workplace relationships and positive cultures. She continues to be an active participant in a range of training and project-based services that capitalise on her passion for innovation and best practice in the field.

Frequently asked questions ?

Who pays?

Typically the employer will cover the cost.

How long will it take?

The process is flexible; we generally schedule a four hour session, not including preliminary meetings, and parties decide how much more time, if any, is needed.

Where will it be held?

The mediation will be held at a location which is mutually acceptable to the parties – this is often at a location separate from the workplace, such as **momentum** offices.

Can I bring a support person or advisor?

Yes, with the mediator's consent.

Is it confidential?

The process is confidential in so far as the law allows. The discussions held throughout the mediation process are confidential to those in the room, with any resulting outcome to be shared only with persons jointly agreed to by the parties.

Can I still take my problem elsewhere?

Your participation in mediation does not prejudice you from having your matter heard elsewhere; however, what was discussed and offered in mediation cannot be disclosed.

P O Box 420
Kew East
Vic 3102

T 03 9882 2977

F 03 8080 3237

E contact@momentum-cm.com.au

W www.momentum-cm.com.au

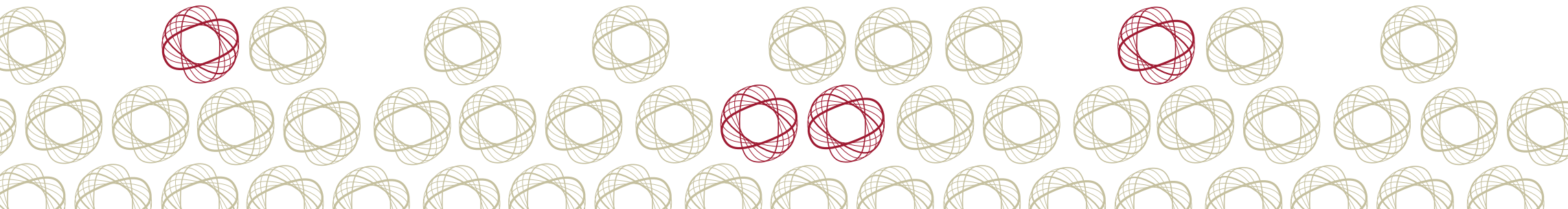
Leta Chen – **M** 0407 821 489

Sally Wiencke – **M** 0412 839 164



momentum
CHANGING MINDSETS

mediation services



Reducing the cost of conflict

Conflict occurs when a person's values, needs or sense of identity are under threat. Mediation can be a highly effective option for managing conflict.

What is mediation?

Mediation is a process, facilitated by an independent party, that gives people the opportunity to have their say, listen to another perspective and together, gain a shared understanding of the problem. Through supported problem solving, the difficult conversation is had, and the needs and hopes of the parties are addressed so they can move beyond the conflict in their lives.

Mediation can be inexpensive, satisfying and powerful in enabling parties to find long lasting solutions that prevent escalation to legal or other adversarial processes.

Mediation is a confidential process in which the parties take control and reach their own agreements, often leading to creative and durable solutions.

What is mediation about?

- Offering the parties a transparent process
- Preventing further relationship breakdown
- Finding better ways for people to behave with and relate to each other

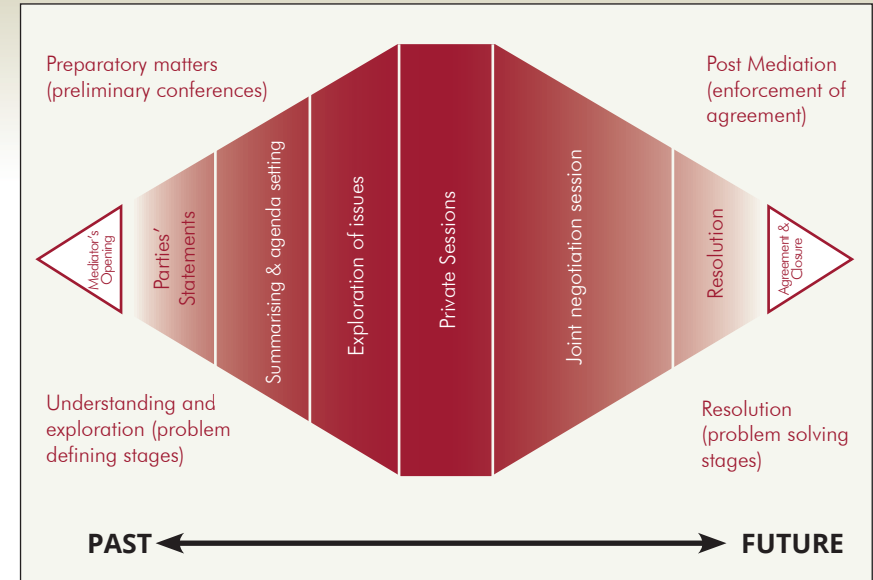
Mediation helps parties to:

- Speak and listen with courage and honesty
- Feel heard and understood
- Preserve and restore relationships
- Raise their concerns in an emotional but safe way
- Move beyond ineffective, bitter ways of communicating
- Develop their own solutions
- Quickly and effectively resolve the real issues without the costs and time of litigation

Mediation is not about:

- Giving advice, legal or otherwise
- Judging or fact finding
- Assigning blame
- Taking sides
- Bullying
- Forcing an outcome
- Rushing a decision

What is the process?



How do I prepare for mediation?

Before the mediated session, take time to think about...

1. What has brought you to mediation
2. How you would define the current problem from your perspective
3. What you hope to achieve from the process, and in moving forward (Note: the mediator will ask you, and the other party, to informally speak to questions 1-3, in turn, after the mediator's opening)
4. What it means to attend in good faith, with the intent to listen to another, probably different perspective, to explore options for resolution, and to keep an open mind
5. Seizing the opportunities that mediation offers
6. The need to agree to mediation guidelines including, confidentiality, one person speaking at a time, respectful communication, and owning your statements with the use of the words "I feel", "I think", "I would prefer" etc (so as to avoid blaming and attacking exchanges from occurring)
7. Whether you need to seek information from relevant advisors

Restoring relationships

Building conflict competency

