

## **EMPLOYEE DISPUTE RESOLUTION:**

### **MEDIATION THROUGH PEER REVIEW AND GOAL SETTING**

Have you ever been in a workplace situation where a supervisor has made a decision that you didn't agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The peer review process offers employees just that chance, using a formalized procedure to ask, consider, and resolve just these sorts of questions. This one-day workshop will teach you everything you need to know about employee dispute resolution through mediation.

#### **This one-day course will help participants learn:**

- ✓ What the peer review process is
- ✓ A process for employees to file grievances and for management to respond
- ✓ How to choose a facilitator and panel
- ✓ What is involved in the hearing process, from preliminary meetings to the hearing, and the decision process
- ✓ What responsibilities and powers a panel should have
- ✓ How to apply professional questioning and probing techniques
- ✓ Why peer review panels fail and how to avoid those pitfalls

### **COURSE OUTLINE**

#### **What is Peer Review?**

To begin, participants will discuss what the peer review process is and is not.

#### **Initiating the Process**

This session will look at the first three stages of the process: filing a grievance, informing the defendant, and obtaining witness statements.

#### **The Peer Review Panel**

During this session, participants will learn who should be on the peer review panel.

#### **Asking Questions**

Next, participants will hone their questioning and probing skills.

#### **The Peer Review Process**

This session will introduce participants to the remainder of the peer review process: preparation, the hearing itself, and the decision-making process.



### **Panel Walkthrough**

The bulk of the afternoon will be spent role playing a peer review scenario.

### **Why Does the Process Fail?**

To wrap things up, participants will explore common reasons why the peer review process fails and how to avoid or resolve these problems.

### **Workshop Wrap-Up**