

# Facilitation and Mediation Services

## Facilitation

---

### Experience

Our clients benefit from the Balanced Curve team's experience in conducting hundreds of facilitations, in both the public and private sector - working with small groups including leadership teams and boards, to large-scale conferences involving more than 100 people. We've helped government agencies, professional service firms, Fortune 500 companies and small businesses.

#### The types of facilitations we have conducted include:

- Strategic workshops
- Board meetings
- Partnership meetings
- Franchise meetings
- Distributor conferences
- Team off-sites
- Professional Service firms' off-sites
- Business Unit conferences

### Approach

- We design our sessions in consultation with you so that we deliver precisely what you require in terms of outcomes.
- We believe the key in any facilitation is to understand the desired outcomes and ensure that everyone in the room is heard and feels psychologically safe to contribute.
- It's critically important to be prepared, but we are flexible and able to adapt on the run, as the dynamic in a room can change quickly.
- We seek to ensure that your people walk away from the session with clarity around what has been agreed, who's going to do what and by when.



# Mediation Services

---

## Experience

A number of our team are Accredited Mediators under the National Mediator Accreditation System (NMAS).

We have extensive experience mediating commercial, franchising and workplace disputes.

You benefit from our work with a broad range of organisations including professional service firms, franchisors, government bodies, and insurance and finance sector clients across a wide range of issues – from bullying complaints and disputes between partners, to disagreements about strategy, and disputes between teams and across agencies.

## Approach

For both workplace and commercial disputes we meet with the parties individually prior to the mediation to gain insight and understanding of the different perspectives.

We then identify the issues and work through them in order to gain deeper understanding and insight. We recognise the need to create a psychologically safe space for both parties, and will take breaks and work with each party privately when we feel this will facilitate the process.

While we recognise the role of the mediator is to facilitate and remain impartial, we also recognise that passive mediators often compromise the potential of the mediation process. As such, we often respectfully challenge each party by asking questions to help clarify issues and deepen everyone's understanding.

We encourage the parties to think broadly about issues and possible solutions, and remind them of the benefit of resolving the dispute themselves rather than handing over power to a judge or arbitrator to make a decision. We believe that one of the benefits of mediation as a process



for commercial disputes is that the parties hold the power – they make the decisions. In most instances this results in a far better and more cost effective outcome for all parties.

As we all know, tension caused by interpersonal conflict in the workplace has a negative impact on a lot of people, not just those involved in the dispute. When done well, mediation can have a huge positive impact on productivity, culture and psychological safety.

In workplace scenarios, we will often have a number of one-on-one coaching sessions with the individuals involved before holding a facilitated mediation. This can make a huge difference to the success of the mediation process. Additionally, we often offer the parties the option of completing the highly regarded Conflict Dynamics Profile to help them become more aware of how they behave in conflict, what they do well and what they do less well. With proper coaching, people develop their interpersonal skills and have time to reflect on the situation, the issues, and their own behaviour, all before the mediation even takes place.

If you're experiencing conflict, whether in a commercial relationship or in the workplace, and you need a facilitator or mediator, contact us via email: [Info@balancedcurve.com](mailto:Info@balancedcurve.com) or call **0411 265 157**.