

## The Costs of Workplace Conflict!



- ◇ Employees are distracted from work - There is a decrease in production.
- ◇ Stress increases - quality of work suffers.
- ◇ Morale suffers due to unresolved conflict.
- ◇ Absenteeism increases.
- ◇ Good employees leave. The cost to hire and train new employees is huge.
- ◇ Poor solutions impact the entire workplace.
- ◇ Poor solutions lead to deteriorating working relationships.
- ◇ Employees lose respect for company's leadership.

## What is Workplace Mediation?

Workplace mediation is a tested process for resolving conflict and disputes in companies. The parties meet with an outside neutral trained mediator to negotiate a resolution that leaves employees empowered and strengthens working relationships.

## Why Mediation?

There are many reasons why mediation may be a better approach in the workplace than litigation through the courts:

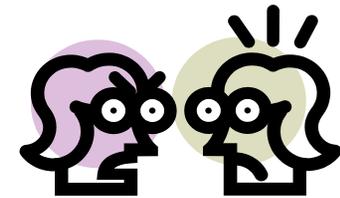
- ◇ Mediation is an impartial, confidential approach.
- ◇ Mediation provides a fresh view.
- ◇ Mediation saves time and expense.
- ◇ Mediation fosters mutual respect.
- ◇ Mediation creates an opportunity for the parties to create their own solution.
- ◇ Mediated resolutions work better and last longer.
- ◇ Mediation provides employees with an opportunity to be heard.
- ◇ The primary goal of mediation is to leave the parties better able to work together.
- ◇ Mediation creates a workplace that is more collaborative, more team oriented.

***Companies Focused  
on the Future -  
Choose Mediation***



**Frank P. Geremia**

**Michele Gousie Geremia,  
MSLR, SPHR**



## What Can be Mediated?

- ◇ Coworker disputes
- ◇ Supervisor/employee disputes
- ◇ Interpersonal communication issues
- ◇ Space conflicts
- ◇ Work team conflicts
- ◇ ADA accomodation issues
- ◇ Perception of discrimination issues
- ◇ Deteriorating Performance

***For more information, please contact  
(401) 253-1394.***

## HOURS AND LOCATIONS

Our services are available days, evenings and weekends in the Rhode Island and Southeastern Massachusetts area. Our hours are flexible and mediation sessions are arranged to best meet your needs.

## FEES

We charge a daily flat rate for all two party workplace mediation. Our fixed fee includes all preparation, the actual mediation and any follow up work required such as drafting and redrafting final agreements, ongoing support and evaluation.

## CONTACT

For more information and to schedule a free consultation, please contact:

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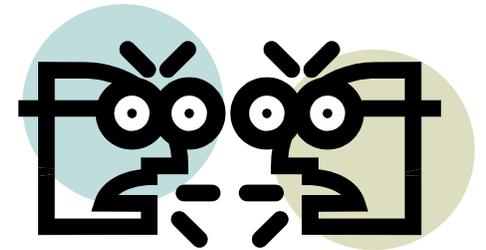
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## Workplace Mediation and Conflict Resolution Services



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*Members of*

- East Bay Chamber of Commerce*
- Association for Conflict Resolution,  
New England Chapter (NEACR)*
- Society for Human Resource Management (SHRM)*
- Human Resource Management Association of  
Rhode Island (HRM-RI)*
- Massachusetts Association of Family and Conciliation Courts  
(MAAFCC)*