



CD DIRECT

MODEL WORKPLACE MEDIATION SETTLEMENT AGREEMENT



**CONFLICT
DYNAMICS**

TRAINING
& DISPUTE
RESOLUTION
SERVICES

This Model Settlement Agreement is for guidance only. The outcome of a workplace mediation may also be known as a 'Framework Agreement', a 'Memorandums of Understanding', an 'Action plan". Any agreement will need to be adapted to the particular circumstances and legal requirements of the settlement to which it relates.

CONFIDENTIAL

AGREED IN THE MEDIATION MEETING BETWEEN

XXX AND XXX

(date)

XXX and XXX discussed the issues that have given rise to the difficulties in their working relationship. They made the following commitments in respect of how they will in future work with each other and in their autonomous roles:

XXX undertakes to:

- Deliver 100% of his job description in a timely and accurate manner;
- Reduce his absences;
- Perform as per his job description and follow instructions closely;
- Take full responsibility for his workload as per the established timeframes and the split of the billing effort by technical programmes among his colleague and himself;
- Communicate to XXX when he anticipates not meeting a deadline, so that there are no surprise delays and alternative measures can be put in place timeously;
- Keep and use notes when he seeks advice or guidance from colleagues;
- Improve his accounting knowledge and learn and move on from mistakes made;
- Acknowledge mistakes made and correct them quickly;
- Consider self-study to fully master the requirements of his job description;
- Work on rebuilding his self-confidence and esteem.

XXX undertakes to:

- Offer advice and support when requested by XXX on 'new' types of issues;
- Speak directly to XXX when difficulties emerge, such as when mistakes are made or deadlines broken, to find out what has happened and to point out a mistake either in person or over the phone, and if this is not possible or appropriate then by email;

- Draw these matters to XXX's attention without cc or bcc others into such emails, unless it is operationally necessary;
- Communicate in a courteous and factual manner about any concerns he has about XXX and his performance.

It was further agreed that :

- XXX and XXX will work on achieving these commitments over the next 30 days;
- The mediator will follow up with them on their progress in two weeks' time and again in four weeks' time;
- The mediator will forward this agreement to XXX to update him on progress in the achievement of these commitments.

(name of mediator)

(date)