**Mediator Information from Pre-Mediation Meetings**

**Bill/Billie and Chris/Christina work for the same large insurance company.**

**Bill / Billie:**

Bill/Billie is a Claims Section Supervisor with a number of Claims Officers reporting to him/her including Chris/Christina. Bill/Billie has to be regularly on his/her case (and everybody else’s) as they are all working to targets with regards to the number of claims processed and monies paid out. The latest issue is that one of Chris/Christina’s assistants lost some claimants’ files and Bill/Billie was told by his/her manager to sort out the situation. That meant some straight talking with Chris/Christina saying that he/she had to toughen up as a manager. The meeting didn’t go well and now Chris/Christina is not talking to Bill/Billie.

**Chris / Christina:**

Chris/Christina is a Claims Officer whose manager is Bill/Billie. The position requires analysing and making decisions on claims and is a pressurised role. Recently one of his/her assistants mislaid four active files. There was then a meeting with Bill/Billie where he/she ‘launched’ into Chris/Christina and criticised their management style, the way things were being done and the parting comment had been “no more screw-ups”. Chris/Christina is very annoyed & upset and feels their position is at risk.

The HR Manager has asked you to mediate in an attempt to resolve matters between the pair and both have agreed to attend mediation.

**Disputant A Information – Bill/Billie**

You are the Claims Section Supervisor and your role is very busy & pressurised with a lot of responsibility attached to it. You have targets to meet with regards to claims and you have to constantly push all the Claims Officers to reach their own individual targets. You appreciate that the Claims Officers have a challenging position – analysing and making decisions on claims – but that’s what they get paid for.

One of the Claims Officer, Chris/Christina is falling behind on targets and the other day you were particularly annoyed with him/her. One of Chris/Christina’s assistants had lost four files – two of which were active claims. The stupidity of it was unbelievable. And worse, the claimants rang the company to complain and you were brought up in front of your manager and told to sort the situation out.

You had a meeting with Chris/Christina and there was some plain talking done. It doesn’t matter that it was the assistant who lost the files or that she had been sick. At the end of the day, it is Chris/Christina’s responsibility as the Team Leader. So you had to tell him/her that their management style needed toughening up and not to be such a softie. And to ‘buck up’ generally.

Chris/Christina didn’t take the chat too well and now you are not talking to one another and the atmosphere within the department is very tense. But if he/she can’t handle a bit of criticism about their work, then they aren’t going to last too long around here.

HR suggested mediation as a way to resolve the issues and you have agreed to attend mediation.

***Note to Disputants:***

*Ensure that you are eventually reasonable, although angry and upset at first, and respond to the mediator’s skills.*

**Disputant B Information – Chris / Christina**

You are a Claims Officer working in a large insurance company. Your job is to analyse and make decisions on claims. There is often pressure due to the volume of claims and the tense nature of the decisions – the company could pay out a lot of money or end up in court proceedings which could drag on for a long time.

Lately Bill/Billie, the Claims Section Supervisor, has really been pushing you for results. Your working relationship has been amicable, if not close, and this new pressure is not helping.

Recently one of your assistants, Mary, mislaid four files. Mary had been out sick with a bad dose of flu. Two of the files had active claims and both claimants complained to the company. Bill/Billie hauled you into a meeting and he/she was highly critical of your management style – saying it was too emotional. Where does he get off saying that? He/she also got very angry when you defended your team member. But he/she was blaming you, not Mary, as “you are in charge”.

You tried to question Bill/Billie about the comments and fairness, but he/she only seemed to get angrier and the meeting ended very abruptly with you being told that there was “to be no more screw-ups”. What does that mean? Is that a threat to fire you?

After that fine display of management skills on Bill/Billie’s behalf, the atmosphere has been very tense and, in fact, you are not talking to one another. HR suggested mediation to help resolve the issues and you have agreed to attend mediation.

***Note to Disputants:***

*Ensure that you are eventually reasonable, although angry and upset at first, and respond to the mediator’s skills.*