**Mediator Information**

**Disputants: Janet (Jimmy) & Annie (Arthur)**

Janet/Jimmy & Annie/Arthur work in the same office.

Janet/Jimmy is senior office assistant and has been in this office for 7 years. S/he carries out a range of tasks but also performs some of the functions of an office manager, e.g. ordering supplies and putting ads in papers when new staff are needed.

Annie/Arthur has worked in the office for 2 years. S/he handles the computer data entry & backs up everyone’s computer weekly. S/he also fills in for the receptionist while she is at lunch. When Annie/Arthur first came, s/he thought Janet/Jimmy was an equal, though somewhat more familiar with the office. S/he now knows that Janet/Jimmy thinks s/he is above the others.

Yesterday afternoon they had a very loud argument in front of other staff, screaming insults at each other and both complained to their boss afterwards. Annie/Arthur says Janet/Jimmy is constantly telling her/him what to do, demanding work that another task is done, and by criticising her/him in front of others. Janet/Jimmy says Annie/Arthur is uncooperative, always bothering other people by stopping at their desks to chat.

Their boss said this situation between them must be sorted out and suggestion mediation. Both agreed to attend.

**Disputant A Information**

**Janet/Jimmy**

You aren’t really sure this mediation ‘lark’ is a good idea. You agreed out of fear – when your boss told you & Annie/Arthur to get this sorted out “or else” – you really thought you might lose your job.

On reflection now you think your boss is not going to fire ***you***. You make this office run. Without you, it would come to a halt and your boss knows that. You do so much and also perform some of the functions of an office manager, such as ordering supplies, arranging the annual office party, and calling payroll when the cheques don’t arrive on time. When there is a vacancy, you put the ad in the paper & collects applications, then your boss does the interviewing and hiring.

All you did yesterday was criticise Annie/Arthur for being late from lunch - again. One of her/his tasks is to cover the receptionist when she goes to lunch. S/he was 25 minutes late! The receptionist had already complained about having to go late. Annie/Arthur totally flew off the handle and started calling you ignorant, pushy and bitchy. S/he is the one who should be fired. S/he has never worked smoothly with you - or the others in the office, but they don’t complain. The office would be better off without her/him.

You especially resent her/his remarks about your grammar. S/he is always correcting what you say and implying s/he knows so much more. S/he is just a computer operator, and they are a ‘dime a dozen’! Any criticism you make of her/him is related to work – like her/his extremely messy desk and always being late. You believe you get paid much more than s/he does (although you don’t actually know how much s/he makes).

You expect to be in this office for many more years and do not want any black marks on your record because of her/him.

***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**

 **Annie / Arthur**

You know you shouldn’t have lost your temper yesterday, but Janet/Jimmy had been particularly nasty the past few days, and you have had it with her/him. You often skip lunch or work late and don’t feel you have done anything wrong by taking a few extra minutes for lunch once in a while. Where does s/he get off always telling you what to do anyway and criticising what you’re doing? You don’t work for her/him.

You have worked in the office for 2 years and handle all the computer data entry & other record keeping. You back up everyone’s computer weekly and can sometimes help out when others have problems with their machines. You also fill in for the receptionist while she is at lunch. When you first starting work here, you thought Janet/Jimmy was an equal, though somewhat more familiar with the office. You now know that Janet/Jimmy thinks s/he is above the others.

You once heard Janet/Jimmy tell someone (s/he makes a lot of personal phone calls) that s/he is the office manager, but that’s not the truth. You checked this out with your boss. S/he bosses everybody around and the others just take it. You tried to make friends with her/him at first, but s/he acted so superior that you gave up. You resent that fact that s/he, for some unknown reason, seems to think that she’s above everybody else. S/he’s not actually very smart. Her/his English grammar is terrible and s/he doesn’t know the first thing about computers.

You probably won’t stay in this office very long, but you don’t want to be fired now. You want to have time to find another good job – there are plenty out there – and want a good reference from your boss. When your boss suggested mediation as a way of solving the situation, you agreed to try it out.

***Note to Disputants:***

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