

Mediation

Mediation is a voluntary process where an independent mediator helps parties to work through issues and develop solutions together.

Mediation is where an independent person called a mediator helps an employee and an employer resolve an employment relationship problem in a semi-formal and confidential environment.

A mediator will help you to identify the main issues and find potential solutions. The aim is for you both to come to an agreement. You cannot be forced into a decision or agreement.

Employment Mediation Services within the Ministry of Business, Innovation and Employment (MBIE) provides a free mediation service to any employee or employer with an employment relationship problem. Private mediation is also available.

[What is mediation](#)

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Mediation is where an independent person called a mediator helps an employee and an employer resolve an employment relationship problem in a semi-formal and confidential environment.

[Requesting mediation](#)

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To use Employment Mediation Services please complete the Request for Mediation form.

[Preparing for mediation](#)

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You can use our Mediation Workbook to think through the facts and prepare for the mediation.

[Reaching an outcome in mediation](#)

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What happens when an agreement is reached or not reached through mediation.

[Representation at mediation](#)

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You have the choice of representing yourself or having somebody to help you before and during a mediation meeting.

[Mediation in collective bargaining](#)

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The Employment Mediation Services can assist in collective bargaining between employers and unions.

Please note that this content will change over time and may be out of date.

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