Emails Dealing with Conflicts/disputes/mediation etc.

DATE: 27/04/xx

FROM: Terry Shien, Purchasing Manager

TO: Jenny Wright HR Advisor

CC: - -

SUBJECT: Bullying Charge

Hi Jenny,

A verbal bullying charge has been made by Peter Cole who has been acting as the purchasing supervisor for the past 6 months or so against Jim DeWy a new employee who was appointed in the role 6 weeks ago.

Peter claims that Jim’s management style is impersonal, dictatorial and features poor communication and mood swings. To be fair, I haven’t noticed any of these traits myself and I’m wondering if it’s simply a case of sour grapes so I’m inclined to ignore the whole thing and hope it all settles down by itself. I haven’t mentioned anything to Jim as I don’t want to upset him. He has had a fairly torrid introduction to the company what with the restructure going on around him and heaps of staff with their noses out of joint. You know what I mean? Anyhow, I thought I’d just better run it by you first.

What do you think? Should I just let it go and hope it all settles down?

Regards,

Jim

Close

DATE: 27/04/xx

FROM: Jenny Wright HR Advisor

TO: Terry Shien, Purchasing Manager

CC: Marjorie Millicent HR Manager

SUBJECT: Bullying Charge

Dear Jim,

Thanks for letting me know about this situation. I don’t think you can just ignore it. Did you check the policy on Bullying?

While it does sound like sour grapes you need to be seen to follow due process so I suggest you talk to both parties (separately) and make notes of the conversations. I’ll leave it to you to decide what to do next (if anything) but, I expect you’ll sort it all out without too much trouble.

Good luck,

Jenny

Close

DATE: 15/05/xx

FROM: Terry Shien, Purchasing Manager

TO: Jenny Wright HR Advisor

CC: Marjorie Millicent HR Manager

SUBJECT: Bullying Charge

Hi Jenny,

Just thought I’d let you know that I’ve sorted this little problem. It seems that Peter had become a little too comfortable in his acting role and (unbeknown to me of course) took on a few worrying work practices such a longer lunches and smokos. Jim came down a little heavy handed with the boys when he noticed this slack behaviour and things got a little heated.

I don’t think Jim has had much experience supervising teams and this showed in the way he handled the situation. I am confident that he was angry and assertive but, he was also just stating the company rules and not asking Peter and the others to do anything more than be on time with breaks. When we sat down together both Peter and Jim we pretty embarrassed and were happy to shake on it and start over. So, all’s well although I must admit I am a little worried about Jim and his lack of experience, as you know, the team can be a little trying at the best of times.

Oh well, one day at a time eh?

Terry

Close

DATE: 16/05/xx

FROM: Jenny Wright HR Advisor

TO: Terry Shien, Purchasing Manager

CC: Marjorie Millicent HR Manager

SUBJECT: Bullying Charge

That’s good news Terry, thanks for letting me know.

Let me know if I can help you with anything else.

Regards,

Jenny

Close

DATE: 06/10/xx

FROM: Paul McEwen General Manager

TO: Marjorie Millicent HR Manager

CC: ----

SUBJECT: Complaint Ops Manager

Marj,

As you know Julia has been working as the PA to the Operations Manager for over 10 years now and when Steve resigned she managed the role until we could appoint a new Operations Manager. The new guy Shaun is an experienced middle manager but has not directly supervised staff in previous roles. Despite this, he’s been keen to put his mark on the team by improving their output.

Julia has put in a written complaint alleging that he is abrupt, interrupts all the time and just doesn’t listen. She is claiming he has no communication skills and can’t do the job. Unfortunately, at a joint meeting I called to discuss the problem Shaun broke down and left work on stress leave.

I have put my notes in the OHS register and notified the workers compensation insurer who is providing him with support and treatment (I think). However, I spoke to them the other day and they said that, if the workplace issues are not resolved prior to Shaun’s return to work it was likely that further problems would arise, and the costs would be significant.

I’m not sure what I should do now. Can you advise me please?

Paul

Close

DATE: 06/10/xx

FROM: Marjorie Millicent HR Manager

TO: Paul McEwen General Manager

CC: ----

SUBJECT: Complaint Ops Manager

Hi Paul,

I think we will need to engage an external mediator who can work with both parties to resolve this. Unfortunately, I can’t find any information about whether this has occurred in the past and whom the company used so, I can only assume that there has been little need for mediation services until now.

It will take me a few days to do some research and I’ll also discuss the best approach with Joy (the Director HR) so I’ll get back to you by the end of the week. In the meantime, can you contact the person you spoke to and see if you can find a return to work date as that will help me to plan for the mediation.

I’ll keep you posted as soon as I have an action in place.

Marj.

Close

DATE: 22/10/xx

FROM: Marjorie Millicent HR Manager

TO: Paul McEwen General Manager

CC: Joy Lui Director HR

SUBJECT: Complaint Ops Manager

Hi Paul,

I have engaged an external mediator Janice Ty from a company called ‘MetoYou’ and she will give you a call in the next day or so to talk to you about the mediation process.

She sounds pretty experienced and I’m confident she’ll provide us with a solution. Her rates are pretty reasonable as well at $2,200 for the initial discussion with you, conducting the mediation and providing us with a written report. It will be interesting to see what her process is.

Let me know if she hasn’t contacted you by Friday and I’ll chase her up.

Regards,

Marj

Close

DATE: 15/11/xx

FROM: Paul McEwen General Manager

TO: Marjorie Millicent HR Manager

CC: Joy Liu Director HR

SUBJECT: Complaint Ops Manager

Marj,

Thanks for organising Janice, she was great and seems to have sorted it all out. She has liaised with workers comp and they seem to be happy with Shaun coming back to work next week so, I guess we’ll see how it goes.

She said she’d send through a report with her final invoice in the next week.

What happens now? Do you need to do anything with Shaun when he returns or do we just go on as normal?

Paul

Close