Employee Dispute Resolution: Mediation through Peer Review

Course Description: Have you ever been in a workplace situation where a supervisor has made a decision that you don’t agree with? Did you wish that you could ask someone else what they thought of the decision; whether they would have done the same thing? The Peer Review process offers employees just that chance, using a formalized procedure.

Course Outline:

1. What is Peer Review?
2. Initiating the Process
3. The Peer Review Panel
   a. Choosing a Facilitator
   b. Choosing the Panel
   c. The Panel’s Contract
   d. The Panel’s Role and Responsibilities
4. Asking Questions
5. The Peer Review Process
   a. Preparing for the Hearing
   b. The Hearing
   c. Making the Decision
6. Panel Walkthrough
7. Why Does the Process Fail?