

TO: Head Start Staff
FROM: Judy Purcell, Mediation Coordinator
DATE: March 28, 2007
RE: Mediation services

I have been designated as the new Mediation Coordinator by Ms. Smith and wanted to take this opportunity to remind everyone of the mediation services available to you. For several years, HSGD has maintained a team of trained mediators that have been utilized to help resolve conflict between staff. The same services are also available to Head Start families. All mediation services are at no charge. We also can refer you or Head Start families to other mediation services available through Dispute Mediation Service of Dallas.

We currently have seventeen trained mediators on staff, who are ready to help. Their task is to help people resolve differences. They do not judge or give advice during the mediation, but are there to help the parties identify key issues and explore positive solutions. The outcome of mediation is determined by the parties, not the mediator. Every detail about the mediation and the parties involved is completely confidential.

Mediation offers a safe environment to express feelings, resolve misunderstandings and engage in a communication process that will assist in identifying and focusing on areas of conflict. It is a good way to work through an issue before it becomes a problem in the work environment. It is a win-win approach.

In order to request mediation please contact Judy Purcell by:

1. Completing a Mediation Request Form, placing it in a sealed envelope and sending to Judy at central office via inter-office or US mail; or
2. Phoning Judy at (972) 283-6461; or
3. E-mailing Judy at jpurcell@hsgd.org

Upon receiving your request, Judy will discuss with you whether the situation is appropriate for mediation, the logistics for scheduling the meeting, and the availability of the volunteer mediators. If the situation is not appropriate for mediation, she will offer alternative sources for help.

We look forward to assisting HSGD staff and families with misunderstandings, conflicts, frustrations, and stressful relationships.

The Mediation Request Form is available in your center, at Central Office, the Triad Offices, and on the HSGD Intranet webpage.