

Mediation Case Study 6

CEO / Board disputes

This case arose in a politically sensitive national organization. Strategic differences arose over a period of time between the Chair, Vice Chair and Chief Executive and their disagreements became common knowledge. A Twitter post made by a third party commenting on the management of the organization was picked up by an MSP who then complained to the Chair who responded by making some damaging comments about the CEO and the vice-chair. This resulted in some fraught meetings that led to a complete breakdown in working relationships. Some of this was reported in social media and picked up by the press. The chair was especially distressed by the situation and took a temporary leave of absence.

A mediation was set up to try and repair the relationships between the three parties with the chair making it clear that they would only resume their role if a way forward in writing was agreed. After initial separate discussions with the three parties, the mediator decided to bring all three together for the joint session which meant that the mediation was more challenging than the usual two party mediation.

During the mediation an agreement was reached among all three participants. The agreement was set out in the form of a joint minute, signed by all parties, and provided a basis for moving forward as an effective team and improving the working relationship.

The parties felt that the mediator did a fantastic job in helping them to navigate some very challenging circumstances and that the combination of attention to detail and ability to work with and understand the people involved was tremendous. As a result of the mediator's input they were able to resolve a situation that could have otherwise proved very damaging for both the individuals involved and the organisation as a whole.

Engaging Positively with Conflict