

30 Minuten Mediation (German Edition)

Monika Heilmann



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Unter Konflikten am Arbeitsplatz leiden die Menschen und das Betriebsklima. Deshalb holen sich immer mehr Betriebe die professionelle Hilfe eines Mediators, um wieder zu einer fruchtbaren und wertschätzenden Zusammenarbeit zu finden. Monika Heilmann möchte Verständnis für den Mediationsprozess schaffen und Hemmschwellen von Mitarbeitern, Führungskräften und Personalmanagern gegenüber einer Mediation abbauen. Sie schildert, was Mediation im betrieblichen Alltag bewirken kann, und macht das Verfahren der Mediation transparent. Anschaulich und praxisnah wird so nachvollziehbar, wie durch Mediation Konflikte nachhaltig beigelegt und Win-win-Lösungen gefunden werden können.

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