

## Discovering Workplace Mediation

A Life-snippet

I'm new to this job:  
resolving workplace conflicts  
as a third party

like couples, perhaps?  
let them talk it out, don't quit  
refrain from advice

they have sovereign choice  
listen for peaceful gestures  
"say more about that"

my job's not to fix  
this magic process does it  
I simply convene

mediation works  
(without special credentials)  
if I just let it

Setting: US Department of Education (then within HEW), Washington DC, late 1977, where I first adapted systems-theory couples counseling to workplace relationships, from which MTI's Manager-as-Mediator and related curricula evolved.



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