



CAMP

ARBITRATION AND MEDIATION
PRACTICE PVT. LTD.



WORKPLACE DISPUTES



CASE STUDY 1

Workplace Harassment

The Dispute

- Conflict between Department Head A and Deputy B.
- B filed a workplace harassment complaint against A for an incident during an offsite gathering.
- Complaint filed with global HR leadership to avoid a formal investigation by the Internal Complaints Committee.
- Global HR Head initiated mediation at CAMP.

The Process

- Mediation designed with private sessions to consider the emotional states of both parties.
- Mediation revealed that B had experienced a difficult situation in a previous job, which she did not address and resolve.
- Mediator helped B address and process past hurts.
- A and B come from different regions of the country. A understood that cultural and communication differences led to misunderstandings.
- A reflected on his actions and acknowledged how it could have been understood as inappropriate behaviour by B.
- Mediator balanced differing emotional needs and cultural perspectives.
- Mediator managed A's need to move forward quickly with B's need to address past hurts and heal.

The Outcome

- Successful resolution in approximately two months.
- Multiple private sessions with A and B.
- A apologized after understanding B's perspective, aiding resolution.
- A and B developed a communication and collaboration plan.
- Systemic organizational policies established for personal-professional boundaries, especially offsite.
- Mediation helped the business move on from the dispute and improved the working relationship between A and B.

CASE STUDY 2

Wrongful termination

The Dispute

- B a long-term employee of company Z, gets terminated without notice during a reorganization.
- B sues Z for wrongful termination and demands reinstatement.
- Z requests for Mediation at CAMP.

The Process

- The Mediator helped B express his concerns.
- B was hurt by the abrupt and disrespectful manner of his termination after being a loyal employee for 15 years.
- The termination package was also unclear. He felt he was entitled to more money. HR was completely unresponsive to his questions.
- B was also concerned with the words used in his relieving letter, which he believed was affecting his future employment.
- Z shared that due process was followed to terminate. Did not believe that B had a legal case.
- Z was concerned about confidentiality.
- The Mediator brought the HR Head, Payroll Team and the Legal Team from Z into the mediation to clarify B's questions.
- The required representatives from Z understood B's perspective with the help of the mediator and provided the opportunity for B to be fully heard.

The Outcome

- The dispute settled in 1 month (Approx).
- B's relieving letter was rewritten and he was given an additional amount of compensation.
- B agreed to withdraw the case filed against Z.