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Tania Waters, Mediator

Pragmatic. Commercial. Empathetic.

After working in law firms in Singapore and Perth for over 20 years, including as a senior HR manager, I branched out to start my own consultancy so that I could focus on what I enjoyed most: helping people resolve insurmountable conflicts through mediation and conflict coaching.

I see the good in people, as distinct from their behaviour in a particular context. I've noticed that when parties in conflict are given the opportunity to get together in a safe environment, then, more often than not, a mutually beneficial way forward can be found.

My goal is to support parties to a mediation to have a full and frank conversation, to be heard by themselves and by the other side, and to connect with what they really need to move forward.

Mediation

Mediation is an informal, voluntary and confidential discussion between the parties to a conflict, facilitated by an independent third party (the mediator).

Mediation is a faster, cheaper alternative to conflict resolution compared with investigations, tribunals and courts. Many issues can be mediated in a workplace, including interpersonal conflict, and employee grievances and complaints. Bullying and harassment complaints can be mediated, but only after the matter has been carefully assessed and there is genuine agreement between the parties to participate in the mediation process.

Mediation has a high success rate for conflict resolution, if done well. People often report feeling valued and supported, and experience it as an opportunity to be heard. Parties can find common understanding, which increases the chances of restoring the working relationship.

Mediation is not punitive. It increases the skills of the parties to handle any future conflicts more effectively.

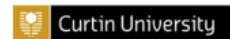
If you can address the personal problems between the parties, then you enable them to resolve their own technical problems.



Education

The University of Western Australia
National Mediation Accreditation Standard (NMAS)
Institute of Executive Coaching & Leadership (IECL)
Certified Organisational Coach

Trusted by



Testimonials

“Our organisation engaged Tania to mediate between parties where some very sensitive underlying issues were apparent.

Tania’s skill, professionalism, empathy and respectful approach instilled trust and confidence in both parties which led them to willingly participate and commit to reaching a mutually acceptable resolution.

Tania kept managers appropriately informed while maintaining confidentiality. She very quickly grasped the situation, understanding its complexities and dynamics.

We would have no hesitation in engaging Tania in the future.”

WA Police

“When two of my team members were unable to resolve their differences, I engaged Tania to assist with the situation.

She was the consummate professional, responding thoughtfully, carefully assessing the situation and coming on board quickly to mediate.

She was able to objectively support both team members to feel safe, to raise their concerns and to help them to reach their own agreed outcomes and actions towards a mutually beneficial resolution.

Tania kept me, as line manager, informed throughout the process, but kept the team member discussions confidential which maintained their trust.

Tania is warm, professional, engaging and lovely to work with. I am very impressed with Tania and highly recommend her for such situations.”

Edith Cowan University