A Facilitated Conversation can be useful if:

- You think that it might be helpful to talk about workplace concerns in a quiet, private space with the support of a skilled neutral facilitator/mediator.
- You seek an efficient and effective way to work through differences.
- Someone in your workplace feels more comfortable talking with you about certain workplace concerns with the support of a confidential, neutral process and facilitator.
- You and another person have an ongoing working relationship that might benefit from building communication in a private, informal, collaborative setting.
- Maintaining and building your working relationship with the other person is important to your work and/or your well-being at work.
- Workplace concerns are complicated by an emotional element.
- You seek to maintain productive collaboration day to day while formal proceedings (or another process) run their course.

A Facilitated Conversation may be unsuccessful or even harmful if any of the following are true:

- Someone is reluctant or unwilling to participate in the process after exploring their options in an individual consultation with Ombuds Services.

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1 Adapted from The Mediator's Handbook by Jennifer E. Beer with Eileen Stief