

ABSTRACT

This bachelor's thesis attends to the phenomenon of workplace mediation and related aspects. In the first part the notion of conflict is theoretically defined, together with a brief study of the historical development of this term and its understanding. The typology of conflict is offered, and, consequently, the question is raised whether every conflict has to be perceived as implicitly negative. Second part deals with the possible approaches to conflict resolution. Third part studies the history of mediation in the Czech Republic and abroad, enumerates the common techniques of mediation, its guiding principles and constituting phases, and focuses on mediation as a form of alternative dispute resolution. Following chapter of the thesis examines the role of parties concerned in the process of mediation. Final chapter concludes by suggesting possible solutions to a workplace conflict between two individuals, or between and within teams. The aim of this thesis is to present the reader with a detailed overview of the technique of mediation and suggest it as an efficient tool of conflict resolution.