

[ANNOUNCEMENT] Introducing the "Office of Mediation"

Dear colleagues at Academia Sinica,

Workplace friction is a natural part of any organization. Differences in perspective, resource allocation, and communication styles can create tension even in the best environments. To provide a **safe, confidential, and impartial** channel beyond formal grievance procedures, Academia Sinica (AS) is hereby establishing the "**Office of Mediation**", which will begin its pilot operations on March 31.

I am honored to serve as the inaugural Mediator. For more information about my background, please refer to the [Mediator Introduction] on the Office's webpage.

Before reaching out, please take a moment to read how we operate.

My Role: Who Am I? What Can I Do for You?

I am an independent, neutral third party. If you are dealing with interpersonal conflict, a communication breakdown across units, or concerns about internal processes, I can listen, help you think through the situation, and — with your permission — facilitate informal coordination between parties.

Please note: I am not a judge and I represent no one's interests but the process itself. I cannot conduct formal investigations or impose penalties. My job is to open dialogue, help parties find common ground, and flag systemic issues to AS.

Four Core Principles (Our Commitment to You)

1. **Confidentiality:** Nothing you share will leave this office without your explicit consent, except in situations involving a clear risk of serious harm or when there is credible evidence of serious misconduct.
2. **Impartiality:** I do not take sides. My goal is to facilitate a fair process and dialogue — not to determine who is right or wrong.
3. **Informality:** Talking to me is not filing a formal complaint. No named case records are kept, and this office does not replace existing formal complaint and remedy channels (e.g., the Sexual Harassment Investigation Committee, Workplace Bullying Complaint Handling Committee, Ethics Committee, Shen-Ping Committee or Counseling Center).

4. **Voluntary participation:** All consultations and mediation are entirely voluntary. No one can be compelled to participate, and you may withdraw from the process at any time.
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📌 Try Your Unit First — But We Are Always Here

Your own institute or center often knows your situation best, and many issues can be resolved quickly through direct internal communication. We encourage you to start there when possible.

That said, we understand this is not always an option — particularly when the dispute involves your supervisor, spans multiple units, or when you simply do not feel safe raising it internally. Regardless whether you've tried within-unit solution, this office is open for you.

While we address workplace concerns, your mental health matters equally. If your difficulties involve emotional regulation, stress management, psychological trauma, or self-awareness, we encourage you to seek professional support from the Academia Sinica Counseling Center. It offers a safe space dedicated to inner healing and emotional processing, accompanying you in rebuilding your psychological resilience.

📌 Service Hours and Appointments

We are currently open **two half-days per week** (see [Appointment Times] on our webpage for the current schedule). You can make appointment with me either by **email or through the Reservation in the Office webpage**. Please include only your name, your unit, and your role (PI, postdoc, student, or administrative staff). **Please do not include any case details in the email** — we will discuss everything in person, in confidence.

📌 Standard Mediation Procedure (What Happens After You Walk In?)

Step 1 — Listening and clarifying. We meet privately in my office. I explain how confidentiality works, listen to your situation, and help you identify your options.

Step 2 — Choosing an approach. You decide how you want to proceed:

- *Self-empowerment:* I help you prepare to handle the situation yourself.
- *Shuttle diplomacy:* With your authorization, I speak separately with the other party to find common ground — no face-to-face meeting required.
- *Facilitated dialogue:* With both parties' agreement, I arrange and facilitate a face-to-face communication session.

If your case would be better served by a mediator with a specific professional background, I will — with your explicit consent — connect you with one of the qualified mediators AS has on board.

- **Step 3 — Resolution or next steps.** If an agreement is reached, the case is closed and no records are kept. If not, I help you explore other options that you can take. Either way, I prepare a brief, anonymized summary — nothing that could identify you, for the AS's systemic improvement.

📌 **A Note on the Pilot Phase**

Academia Sinica is a complex, diverse institution, and there is no off-the-shelf model for what we are building. We are starting in pilot mode — learning as we go, refining our processes in practice, and working toward formal institutional guidelines down the road.

Your trust and feedback are what make this work.

If you are currently experiencing communication difficulties in the workplace, or simply wish to find a safe third-party to "clear your thoughts," please feel free to reach out to us at any time.

[Contact and Appointment]

- **Confidential Email:** mediator1atsinica@gmail.com *[please include a contact email or other contact method; do not describe sensitive case details in the email.]*
- **TEL:** 02-2789-8861 (Please contact us during our mediation service hours.)

- **Office Location:** Room 3018 、 3019 、 3020,3rd Floor, Environmental Changes Research Building, Academia Sinica
- **Office Webpage:** <https://mediation.sinica.edu.tw/>

Looking forward to building a healthier, more resilient workplace together.

Respectfully,

Y. Henry Sun, Inaugural Mediator, Office of Mediation, Academia Sinica

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