

Miriam thinks  
Sarah is a bully.

Sarah just  
thinks she's  
being assertive.

Miriam thinks  
it's going  
too far.

**Thanks to mediation,**  
Miriam and Sarah can still work together.  
Sarah is careful with her tone, and Miriam  
understands where she's coming from.

For more information, email:  
[mediators@networkrail.co.uk](mailto:mediators@networkrail.co.uk)  
or, if you feel comfortable,  
speak to your line manager.

Together  
we can talk  
things out