



CONFLICT RESOLUTION & MEDIATION

Let's accept that there is an unhelpful conflict within your organisation. Can we also agree that each party believes they are more or less correct in their opinion? Indeed, there might be hostility as the situation deteriorates. Can we also agree that conflict occurs in every organisation and conflict is often necessary? Therefore, we need to mediate a path away from unhelpful conflict. We need to put resentment behind and start anew. The disputing parties need to be respectful. Let's not expect birthday cards to be exchanged but your organisation can retain people who have different opinions and still be respectful of each other. Otherwise the conflict festers and workplace morale drops. Let's remove the conflict.

Methodology:

- **Step 1:** Facilitator prepares and meets parties one on one to hear individual perspectives.
- **Step 2:** Facilitated conflict resolution and mediation program with all parties together
- **Step 3:** One on one debrief with each party
- **Step 4:** Agreement; facilitator formulates and recommends an agreement for all parties

Notes:

The facilitators style is amicable. The facilitator will help each party to state their case tactfully. Any common ground will be accentuated, and the facilitator's demeanour is very calm. There will be a focus on what the future could look like and the session is positioned as a line in the sand opportunity.

For sessions like this, it is critical to ask the right questions. Smart questions get changes in mindset. Step 4 is the hardest part. The facilitator will put forward an agreement that is fair and impartial. The facilitator will also be on hand for any extra assistance. Step 1 is the most important step as it's the facilitators initial rapport skills & professionalism that will drive the project to a successful outcome.

What The Parties Will Learn:

- Focus on the problem not the person
- Information dissemination differences
- Personal boundaries
- Picture the finish line
- The emotive cost of the conflict on other people
- Acceptable and unacceptable behaviours
- Highlight common ground
- Awareness of different behavioural styles
- Role ambiguity
- How to disagree better
- A plan to move forwards

Target Audience:

Parties in Conflict

Duration:

Step 1	45 mins with each party	Step 3	45 Mins with each party
Step 2	2-4 Hours with group	Step 4	Agreement set within 2 days

Get a Quick Quote:

Let us know if you'd like an obligation free quote

Technology:

All sessions can be delivered virtually. If you like, we can do all the heavy lifting on the technical side. Then your people simply dial in or video in at the agreed times.