Pre-conflict

Conflict assessment and analysis
Analysis of situation, parties involved, design of a plan.

Conflict management coaching
One-on-one support for staff.

Workshops
Training (tailoring optional) to build conflict management skills.

Prevent (pre-conflict)
Support and facilitate decision making processes designed to assist people to communicate and collaborate effectively, including to anticipate and plan for conflict. Focus is on engaging with staff to proactively assess and prevent future conflicts from escalating and empower staff to confidently manage conflict.

Mid-conflict

Mediation
Neutral and impartial dispute resolution process for the participants in conflict.

Facilitated conversations
Hands on support during difficult conversations for the participants in conflict.

Engage (mid-conflict)
Support and facilitate decision making processes designed to assist people to manage and resolve disputes. Focus is on understanding participants’ perspectives of what has happened, and working towards agreements that are future focused.

Post-conflict

Post-conflict analysis and strategy
Analysis of the situation, parties involved, design of a future focused strategy.

Relationship building
Facilitation of rebuilding, mending of working relationships, restoration of work environment.

Restore (post-conflict)
Support and facilitate decision making processes designed to assist people to restore working relationships after a conflict. Focus is on acknowledging what happened and the effect on participants as well as a strategy to implement future focused agreements and arrangements allowing equilibrium to be restored and maintained in the work environment.

Outcomes from all processes at all stages are designed to be durable, practical and to meet the needs of the participants and the organisation.