

CONFLICT SOLUTIONS

Expert Advice to Resolve Workplace Discord

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Baking Workplace Conflict in the Mediation Oven



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First, take a couple of essentially decent and technically talented employees. Then, animate them with some complex human idiosyncrasies; perhaps one tends toward being assertive and spontaneous while the other is methodical and a tad judgmental. In other words, make them like a lot of people. Place said employees into important roles within your organization, preferably jobs that help make the entire mission possible. To these raw ingredients, add the following: different communication styles, some might have overlapping responsibilities, others have moderate to severe work stress, limited time, and ambiguities in decision-making processes.

Mix it all together when the employees hit “send” on several emotionally-laden emails, then stir in a few “We have to talk NOW!” conversations gone awry. Blend in periods of icy avoidance and, finally, fold in multiple sit-down rehash chats with supervisors. Voila! You have a take-and-bake workplace conflict!

To resolve, you just have to pop it in In-Accord’s mediation oven and follow these steps:

1) Preheat (Leadership Briefing): As a leader, you will have a conversation with In-Accord to develop a situational overview. Together we’ll explore the case history, learn about the people involved, identify the conflict’s impact on the organization, and determine the intended outcomes. If it’s our kind of case, we’ll send you a workplan and budget.

2) Place Conflict in Oven (Confidential Interviews): In-Accord will hold private one-on-one meetings with the involved individuals. This get-to-know-you process helps us learn about each person’s concerns and hopes, as well as their willingness — and ability — to try facilitated resolution. We can usually bring people together if that’s the right option, but no one advances to the next step unless they choose to.

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IN-ACCORD
Fixing Interpersonal Conflict at Work

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SERVICE GUARANTEE

We will expertly and tenaciously work towards fully resolving your situation. However, we also pledge not to waste your time, resources, or hopes. Therefore, if at any point in the process we no longer believe there's a reasonable chance of a positive outcome through our facilitated negotiation and dialogue services, we'll discontinue the intervention, inform participants, and suggest alternative options.

In-Accord, Inc.



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3) Adjust the Heat (Mediation/Facilitation): The parties will engage in a facilitated dialogue and negotiation process. While each case is different, typical outcomes include establishing trust, generating mutual insights, and arriving at understandings. We'll also create a set of specific agreements that meet each person's needs. The organization will benefit from improved productivity, professional civility, and reduced management time.

4) Watch It Cool Down (Follow-Through): To keep the conflict resolved, participants often write down their commitments. This ensures accountability and reinforces long-term progress. To support this, In-Accord will hold a follow-up meeting several weeks after achieving an agreement.

If you and your employees follow these steps, you should be able to achieve a perfectly baked workplace conflict.

"In-Accord was engaged to assist a client with a difficult, persistent, and vexing workplace situation. They brought the right approach and best practices to the situation and resolved it to the satisfaction of both the employer and the employees. The action taken by In-Accord was prompt and cost-effective and allowed the employer to avoid having to part with members of a skilled workforce in whom it had a substantial investment over internal interpersonal disputes. I strongly recommend In-Accord to anyone needing skilled professional services to improve the functioning of a workplace."

William F. Cloran
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