

Workplace Conflict and Resolution Process



- While conflict is natural in any workplace, when conflict becomes personal, creates tension, or the team becomes dysfunctional, efforts need to be made to resolve the issues.
- This process consisting of Conflict Coaching and Mediation enables the participants to gain insights into their behaviour and the current situation in order to reach a mutually acceptable solution to move forward.
- The process has several advantages and benefits versus investigations with each phase tailored to meet the needs of the individuals and the organisation.

- Our mediators are nationally accredited mediators (NMAS), trained in conflict coaching and experienced in conducting workplace mediations and facilitating discussions between participants.
- Our professional services are delivered in accordance with the Resolution Institute's standard mediation agreement. Participation in the process is voluntary and all discussions are confidential.
- The process is solution focussed and does not seek to determine who is to blame for the situation.
- Participation requires a genuine effort to resolve the situation and respect for all the participants involved in the process.

- This phase consists of two one-on-one meetings with each of the Participants
- During these meetings the Mediator outline the proposed approach and addresses any concerns with the process.
- The nature of the conflict is reviewed and achievable outcomes identified.
- Participants learn about conflict, review their roles and perceptions during conflict, work through options available to resolve this conflict and how to manage conflict effectively and behave professionally in the future.

- This phase consists of a joint meeting involving the Participants and individual meetings with the mediator. The session covers the inter-personal conflict, its impact on each of the Participants and its impact on the organisation.
- Participants and the Mediator work together on reaching an agreement on how to resolve the situation, close off the past, and work professionally together in the future.
- Participants provide feedback to Management on the outcome of the mediation.

Bridge Mediation Pty Ltd
Phone: 1300 963 977
info@bridgemediation.com.au

- This phase takes place 4 - 6 weeks after Phase 2.
- Participants, with the mediator, review their behaviour and performance in dealing with conflict during the period following on from the mediation session.
- They acknowledge improvements and positive changes in behaviour which have occurred since the mediation.
- They also identify any lapses in behaviour and its impact and effect, and determine how to avoid them in the future

Bridge Mediation