



It's more than just training . . . it's how organizations cut the hidden costs of preventable conflict

A Cafeteria Plan for the

Strategic Management of Organizational Conflict

Step 1: **Benchmark**

Assess current conflict, its forms, and its costs
(Optional)

Establish baseline measures of conflict in your organization with the *Dana Survey of Conflict Management Strategies* and the *Dana Measure of Financial Cost of Conflict*. Both instruments may be completed on-line at www.mediationworks.com.

Step 2: **Train**

Establish the core competencies for managing workplace conflict.

Managers' Course: *The Manager-as-Mediator Seminar: How to mediate conflict between employees*

Employees' Course: *The Self-as-Mediator Seminar: How to resolve conflict with others*

These intensive programs are taught on-site by Certified Trainers of Managing Workplace Conflict, located worldwide.

Step 3: **Coach**

Support the learning
(Optional)

Each learner receives three outcome-targeted, 30-minute, telephonic coaching sessions following training.

Training *plus* coaching increases performance 88%.

Step 4: **Enable**

Remove the obstacles
(Optional)

Identify the blockages imbedded in your organization's structure and culture that prevent effective application of the core competencies.

Create and implement an action plan to remove those obstacles, enabling learners to fully apply their conflict resolution competencies, and allowing the organization to realize full value from its investment in training.

Step 5: **Expertize**

Train an in-house panel of expert mediators
(Optional)

Host a customized in-house 40-hour (five consecutive days) Mediator Certification Course to create a panel of expert mediators. Thereafter, your in-house experts will be capable of mediating the most challenging and complex disputes.

Step 6: **Systematize**

Establish a comprehensive dispute resolution system
(Optional)

Design, establish, and fully document an interest-based conflict management system containing procedures for handling disputes of all kinds, including employee grievances, EEOC complaints, wrongful termination challenges, vendor disputes, and other conflicts that may otherwise unnecessarily escalate to litigation.

Step 7: **Reassess**

Compare to benchmarks
(Optional)

Re-administer the benchmarking instruments. Measure the progress toward becoming a "Mediating Organization." Examine results for indication of appropriate next steps, if any.