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CONFLICT MANAGEMENT SYSTEM DESIGN

Conflict can be costly to your organization. Establishing an effective Conflict Management System is an integral corporate strategy for preventing the escalation of conflict and enhancing corporate performance. CCR International's extensive experience in developing Conflict Management Systems will provide you with expertise, support, and guidance as you develop and integrate a Conflict Management System in your organization.

Low productivity, lack of motivation, high staff turnover, stress and sick leaves, lawsuits, disgruntled employees, and employee complaints are all indicators of the high cost of conflict in the workplace. In fact, recent studies indicate that in a typical organization an average of 60 days of productivity per person are lost every year due to conflicts and misunderstandings between co-workers and

with supervisors. Allowing conflicts to occur or ignoring them can negatively impact your bottom line. Establishing an organizational Conflict Management System allows employees to handle conflict more constructively and results in a significant reduction of unproductive employee time, workplace stress, and litigation.

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The goals of a Conflict Management System are:

- **Prevention.** By building awareness of how conflicts occur in the workplace, many potential conflicts can be prevented.
- **Immediacy.** When conflict happens, it should be resolved as quickly as possible. Left unresolved, it can escalate and become more costly, personally and organizationally.
- **Involvement.** Conflict is best resolved when it is addressed directly by those who are in conflict with each other.

Designing and implementing a Conflict Management System follows five basic steps:

- 1) **Assessment.** Assessment is necessary to determine the current culture of the organization, the needs of the organization, the expected or required outcomes of conflicts, and current successes and challenges in resolving conflict. Specifically, the Assessment process evaluates the types of conflicts that occur within the organization, how those conflicts have been handled in the past, the effectiveness of these processes, the costs associated with these processes, the organization's motivation for change, and the knowledge and skill levels within the organization.
- 2) **Endorsement.** Endorsement of the Conflict Management System by organizational leaders and key stakeholders will develop "buy in" throughout the organization. A clear and consistent communication strategy is key in promoting the use of the system.
- 3) **Design.** The design of the Conflict Management System involves determining:
 - Conflict management/resolution processes that will be available within the system
 - How employees will access the system
 - Roles and responsibilities in operating the system
 - Monitoring and evaluation of the system
- 4) **Implementation.** Initially, select cases and sites are used to "test" the system. Roll out of the system as a whole involves training. Employees need to be aware of how the system works, the benefits of the system, and their own responsibility in addressing conflict in the workplace.
- 5) **Monitoring and Evaluation.** Periodic monitoring of how the system is working is integral to its ongoing success.

CCR International's Conflict Management System Design team will help you build a system that will enhance your organizational effectiveness. We will assist you in developing a system that is in keeping with your corporate values, objectives, and realities. With an effective Conflict Management System, you will experience the many benefits of improved organizational health.

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