



## Why Manage Conflict?

Recent research has indicated that in a typical organisation an average of 60 days of productivity are lost *per employee* every year due to conflicts and misunderstandings between co-workers and with supervisors. As suggested by this research, managing conflict is a major issue for organisations today. Our developed understanding of human and organisational behaviour and extensive experience working within a corporate context assist us to achieve results for our clients.

## Our Approach to Conflict Management

Our approach to conflict management is based on the assumption that conflict can, if managed appropriately, serve a positive function in alerting employees to the need for change. In our 'transformative' approach, success is measured not only by the settlement of a dispute, but also by shifts toward constructive interaction. Furthermore, our approach encourages 'organisational learning' by assisting employees to transfer skills and learning gained from third party intervention with us to the effective management of future conflict.

## Integrated Conflict Management Systems

Establishing an organisational Conflict Management System allows employees to handle conflict more constructively thus preventing escalation and enhancing corporate performance. CSA Consulting specialise in the development of conflict resolution systems that are tailored to meet the specific contextual and industrial requirements that are unique to each organisation.

For more information about our Conflict Management services,  
please contact **csaconsulting**



## Our Model of Practice

*The CSA model of practice reflects a process that is flexible and based on our extensive expertise and experience in the effective management of conflict.*

### Assessment Phase

Conflict and uncertainty are a natural result of change, transition, growth, and personal differences. CSA Consulting analyse and assess all conflict situations before determining an appropriate resolution process. Diagnosing conflict significantly increases the likelihood of a successful resolution and decreases the amount of time required to resolve the situation. The objectives of the assessment process include:

- ⇒ Identification of all individuals involved in and affected by the conflict so that resolution can be all-inclusive
- ⇒ Identification of all relevant issues (real and perceived) so that resolution can be complete
- ⇒ Identification of appropriate processes to address the situation so that intervention can be timely and cost-effective

### Intervention Phase

**Facilitation / Mediation** — Our facilitation process provides an opportunity for people in conflict to explore and resolve issues with the help of a neutral third party.

**Team Facilitation** — Our team facilitation processes provide the necessary focus, support, and structure to assist groups in working through divisive and challenging issues.

**Advice & Coaching** — Expert advice and coaching is provided by us to assist executives, managers, and supervisors in dealing with conflict.

**Training** — Where appropriate we can provide training to work groups on a range of topics and skills related to effective conflict management.

**Change Management** — At the broadest level we provide assistance in the design and delivery of interventions to assist in the management of conflict that results from organisational change.

### Follow-Up

The purpose of the follow-up is twofold. First, the follow-up is used to provide employees with constructive feedback regarding their management of conflict. The feedback is focused on instilling confidence in the employee by clearly outlining new strategies that have been employed effectively in managing conflict. Second, the follow-up provides the CSA consultant with an opportunity to reinforce new learning's adopted by the employee and boosting confidence and capability in applying newly acquired skills and knowledge to future situations.

