



Rapid knowledge and tools transfer to define and make conflict management strategy happen.

Effective strategy saves money

Effective conflict management is a vital cornerstone for any organisation's people management strategy and for strong HR relationship management. Conflict resolution is often a costly, resource-intensive and unsatisfactory process.

We therefore strongly advocate that organisations identify and follow a clear strategy for managing conflict, in other words, put in place a pre-planned approach aimed at minimising and containing conflict, and so too the cost of conflict.

In defining a strategy, more is needed than producing a grievance procedure, being able to appoint mediators on demand and including a module on handling workplace disputes in manager training. Amongst other concerns, a strategy must address how to regulate individuals' activity and behaviour through both formal and informal (cultural) means. So too, it must help define and be integrated with the policies, procedures and other

mechanisms that shape the environments in which managers manage and staff members operate.

Simple steps for making strategy happen

Putting in place effective measures to improve the way an organisation deals with conflict needn't be burdensome.

Drawing on insights, ready-made templates and checklists, we can affect a quick knowledge transfer and offer highly focused consultancy to help you develop and (more critically) put in place a strategy that:

- prevents or minimises conflict
- ensures that escalated disputes are managed effectively, and
- sets in place an approach for monitoring how effectively conflict is being managed.

Preventing or minimising conflict primarily concerns the role that front-line managers can play in encouraging team relationships, allowing disagreements to be aired and unconstructive conflict to be

recognised and contained at an early stage.

Escalated dispute management focuses on the role of intermediaries in informal mediation, grievance investigation, ADR and litigation. Within this broad category, attention should be given to sourcing options, as well as to enhancing or building an 'in-house ADR' capability.

Monitoring considers not only keeping track of what happens in the aftermath of a closed dispute and containing the fall-out of disagreements which escalate into litigation and the public domain, but also at how the success or otherwise of an organisation's CM strategy can be evaluated and how learnings may be captured and disseminated for the benefit of others.

Through a simple audit of current arrangements, we can quickly help you pinpoint possible areas in which you may wish to change, and show how these will typically be cost justified several times over. Please call us to find out more,



The Janus Partnership provide specialist dispute resolution services, training and consultancy for managing conflict at work. We offer mediation, conflict coaching, grievance investigation and advisory services to help organisations resolve workplace disputes and to ensure that differences are channelled constructively. Our range of training courses is aimed at helping HR generalists and line managers become more effective at managing and containing conflict, as well as being suitable for coaches and mediators.

PLEASE CALL +44 (0)20 7870 1080 TO FIND OUT MORE.