



Consultancy *Conflict Resolution*

WHY USE CONFLICT RESOLUTION?

Conflict in the workplace can have a significant effect upon productivity, motivation and the retention of personnel. It can also be extremely costly. The OPS participative programme allows delegates to recognise and analyse the types of conflict that occur and set guidelines for managing those situations. Managers will have an opportunity to examine their own approach to conflict and to acquire and practice mediation techniques.

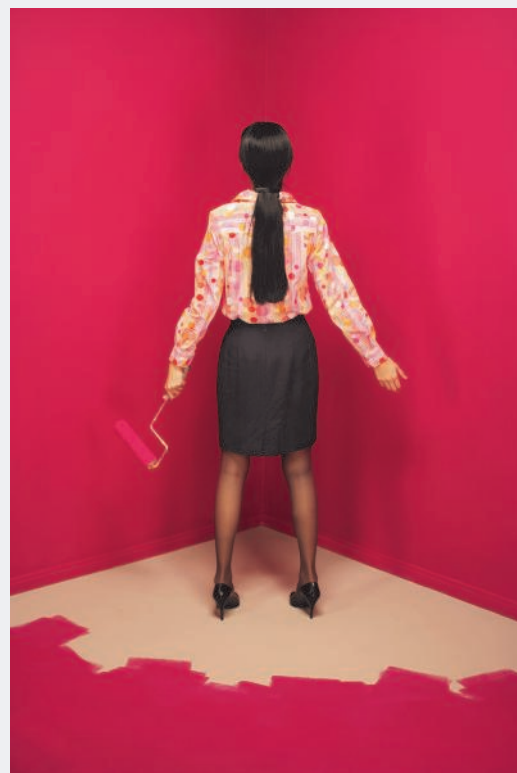
OPS consultants have considerable experience of dealing with conflict management and mediation in organisations, and are members of the Institute of Conflict Management.

We help our clients manage specific conflict situations, whether between two individuals, an individual and a team or two groups within the organisation.

We focus on:

- Recognising and accepting the past and moving on to a collaborative future.
- Helping participants see the situation as an opportunity for problem solving.
- Reducing emphasis on personal confrontation and the struggle for supremacy.
- Improving teamwork and productivity.
- Offering developmental support to everyone involved.

It's an approach that has brought us considerable success in a number of apparently intractable situations.



OPS conflict resolution projects are always tailored to the situation and individuals concerned, but a typical intervention would involve:

- An initial consultation with the client.
- Separate interviews with the individuals concerned.
- A facilitated session with all parties.
- An agreed, time delineated action plan.
- Individual summary report.

THE OPS APPROACH

OPS base their conflict management work on a number of models, including the Thomas/Kilman model of individual response to conflict, and the Alternative Dispute Resolution (ADR) model used to underpin an organisation-wide conflict management system. The OPS preferred approach is of “principled negotiation”, which focuses on identifying and meeting the real interests of the participants, rather than necessarily recognising the expressed demands or the “rights” involved. The OPS approach also takes into account the importance of conflict as a positive element in a dynamic, diverse and innovative organisation, as well as its obvious negative influence where it is allowed to corrode relationships and stifle progress.



Alternative Dispute Resolution

OPS also design and implement Alternative Dispute Resolution systems for companies, bridging the gap between informal line manager discussions and the formal intervention of solicitors or tribunals. An OPS ADR system clarifies for all concerned how to deal with and pre-empt difficult situations, whether between individuals or teams, or between employees and the organisation. A typical ADR would involve a questionnaire for the organisation, interviews with key stakeholders and the production of a handbook tailored to the company, with HR training and “train the trainer” workshops provided.

Conflict Management Workshops

OPS can provide one and two day Conflict Resolution workshops, for 4-12 delegates, with exercises tailored to the company concerned. The workshops cover facilitation and effective resolution techniques, and there’s a clear focus on seeing conflict management as a positive, developmental tool.

Delegates will:

- Undertake the Thomas-Kilman measure to identify their own preferred approach to conflict.
- Learn the methods, advantages and pitfalls of Accommodation, Avoidance, Collaboration, Compromise and Confrontation.
- Discuss and practice conflict management techniques using relevant case studies.

WHAT OUR CLIENTS SAY

“ The assistance provided by OPS Ltd proved to be a highly professional and valuable solution to an otherwise potentially difficult issue. Thank you. ” (Director of Customer Advisory Services, Business Link, Kent)

Some of the clients with whom we’ve conducted conflict resolution include: **Royal Free Hospital, Royal National Throat, Nose and Ear Hospital, St. Dunstan’s, Natural History Museum, and Kent Small Business Services.**

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