

## Conflict Management

Conflict Management services include:

### Facilitated Conversations

A facilitated conversation is an informal short-term process where parties meet with a neutral third party over one to two meetings to discuss issues in an attempt to reach resolution, gain mutual understanding and move forward. Facilitated conversations are useful when there has been misunderstanding or miscommunication. If the conflict has been going on for a relatively short period of time and parties want to address the conflict before it escalates, this process will be helpful.

### Mediation

Mediation is a structured and participative process where parties meet and discuss issues in an attempt to resolve issues. Our conflict specialists provide a confidential, non-disciplinary process that enables the parties to resolve a conflict by resolving existing issues and building a more positive relationship. The process used will be determined based on the identified need and will be assessed at an initial meeting of the involved parties. A document outlining the approach will be sent to all parties for their review and consent.

### Conflict Coaching

Conflict coaching supports peoples' ability to engage in, manage, or productively resolve conflict with another person. In this process, one of our coaches will work one-on-one with an individual experiencing conflict to consider options for managing the conflict and design an approach to discuss the conflict with the other person. It can be used as a stand-alone process, or can be practiced with each of the parties in separate meetings during mediation.

### Custom Learning Development and Facilitation

If a pattern of behaviour or conflict within a team or department is impacting the group's ability to work effectively, a custom learning or facilitated process may be warranted. The purpose of these group or team meetings/events may be to:

- Raise awareness
- Resolve current problems
- Teach new behaviours, and/or
- Influence the culture's management of conflict

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#### Source

URL: <https://www.uoguelph.ca/hr/hr-services-learning-development-customized-solutions/conflict-management>

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