

Transforming Group Conflict in The Workplace: Strategies and Processes for Cooperation

Presented by:

ProActive ReSolutions



CPRC

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fast forward/
en accéléré
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Français

Part 1



Understanding Workplace Conflict

Nature of Workplace Conflict

Lots of people

Group:
“between all”

Lots of issues

Personal:
“in me”



Lots of incidents

Interpersonal:
“between us”

Conflict vs. Dispute Model

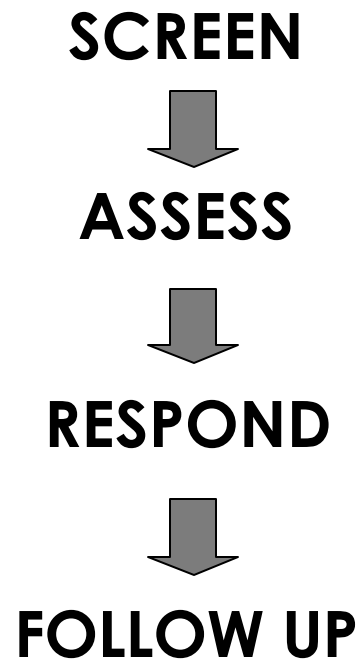
C|D

Part 2

A decorative horizontal bar consisting of a solid grey upper section and a lower section with a dashed white line.

Intervening

4 Stage Process



Turn on the Taps



All Info is Gold



“Do I need to pay attention?”

N/E/M

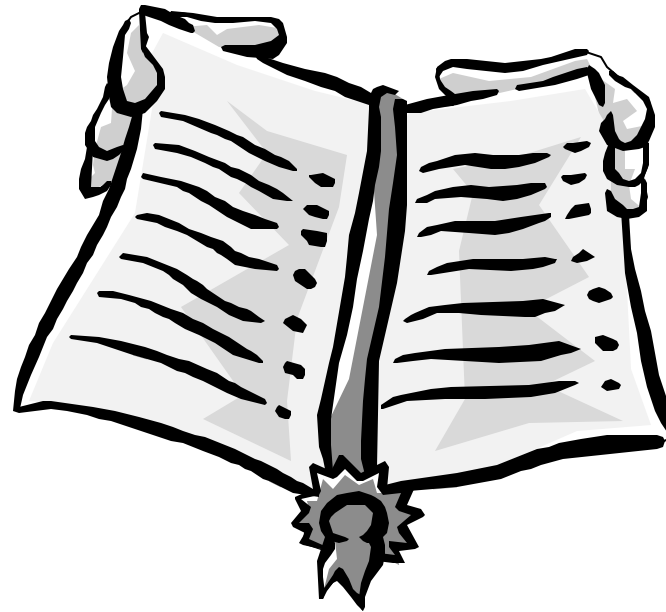
Conflict vs. Dispute Model

C|D

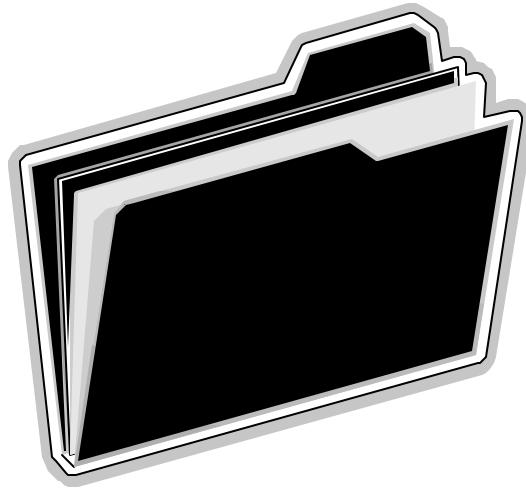
“What is the Primary Problem?”

PP?

Product Menu



Follow up System



Part 3



Preventing

Traditional RWP Programs

Limitations of the Traditional Approach

Critical Conflict Management Principles

Critical RWP Design Elements

Critical Messages

Part 4



Wrap

Call to Action

- Keep the Conflict Ladder
- Know the Early Warning Signs
- Name the problem
- Call for help if you need it

Thanks!

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