

CORP CATCH UP

JUNE 2016 –The Mediation edition

Mediation at CORP

Workplace Mediation can assist people to reach fair and practical solutions to workplace conflict. The process is designed to create a safe environment for parties in dispute to discuss their concerns and explore their options. This is done with the assistance of a mediator.

At CORP, our mediation process involves 1.5 hour individual intakes with each party and the mediator, followed by a joint mediation session, which can last up to 3 hours, or occasionally longer. The intake process allows the mediator to gain an understanding of each person's perspective surrounding the issues that have led to the mediation. It is also an opportunity for people to ask questions about the mediation process, and prepare for the joint mediation session. These sessions are confidential. It can be useful for the intakes to occur a day prior to the mediation, as this allows an opportunity to reflect on the intake discussion and the outcome sought. EASA can also facilitate the intakes and mediation in one day, if this is more suitable. The Mediator may suggest more than one intake with each party to better prepare them for mediation. On occasions the Mediator or those taking part in the mediation may decide that this process may not be the best option at that time. (If this is the case, the mediator can help you identify other possible options for managing your conflict.)

The parties involved in the mediation 'own' the process and create the outcomes. The mediator does not take sides, give advice, or make decisions - their role is to facilitate a process to assist parties to understand their issues, explore options, and reach agreement where possible, in an environment of safety and equity for all. Mediation can help parties to listen to one another without blame and accusation. The process focuses on the future and on solutions. Everything that is discussed in mediation is confidential, apart from the outcomes that have been generated by the parties, which are reported in their own words in a 'Mediation agreement' and sent to the referrer, with the parties' permission. The outcome agreement is viewed by most as a positive tool for moving forward. Each mediation is different so it is important to be aware that 3 hours is just a guideline, more time may be required.

Each party is welcome to bring a support person. The support person is not able to contribute during the mediation, however can be a supportive presence and available for dialog in any breaks and at the start and finish of the process. It is essential that all those taking part and the Mediator are made aware in advance of the chosen support people and these are agreed to by all well before the mediation process.



If you are experiencing workplace conflict or members of your team are please contact CORP for assistance.

<https://www.facebook.com/corp.org.au>

If you want to learn an introduction to some basic mediation skills we are holding a Public Workshop in Alice Springs on 16th June on 'Mediation and Conflict Skills for Managers' Enrol now and get the second place for HALF PRICE!

This months edition

Mediation at CORP

Resolving Team Conflict

Public Workshop Calendars Darwin,
Alice and Katherine

Resolving Team Conflict

Building Stronger Teams by Facing Your Differences

Conflict is pretty much inevitable when you work with others.

People have different viewpoints and, under the right set of circumstances, those differences escalate to conflict. How you handle that conflict determines whether it works to the team's advantage, or contributes to its demise.

You can choose to ignore it, complain about it, blame someone for it, or try to deal with it through hints and suggestions; or you can be direct, clarify what is going on, and attempt to reach a resolution through common techniques like negotiation or compromise. It's clear that conflict has to be dealt with, but the question is how: it has to be dealt with constructively and with a plan, otherwise it's too easy to get pulled into the argument and create an even larger mess.

Conflict isn't necessarily a bad thing, though. Healthy and constructive conflict is a component of high-functioning teams. Conflict arises from differences between people; the same differences that often make diverse teams more effective than those made up of people with similar experience. When people with varying viewpoints, experiences, skills, and opinions are tasked with a project or challenge, the combined effort can far surpass what any group of similar individual could achieve. Team members must be open to these differences and not let them rise into full-blown disputes.

Understanding and appreciating the various viewpoints involved in conflict are key factors in its resolution. These are key skills for all team members to develop. The important thing is to maintain a healthy balance of constructive difference of opinion, and avoid negative conflict that's destructive and disruptive.

Getting to, and maintaining, that balance requires well-developed team skills, particularly the ability to resolve conflict when it does happen, and the ability to keep it healthy and avoid conflict in the day-to-day course of team working. Let's look at conflict resolution first, then at preventing it.

Resolving Conflict

When a team oversteps the mark of healthy difference of opinion, resolving conflict requires respect and patience. The human experience of conflict involves our emotions, perceptions, and actions; we experience it on all three levels, and we need to address all three levels to resolve it. We must replace the negative experiences with positive ones.

The three-stage process below is a form of mediation process, which helps team members to do this:

Step 1: Prepare for Resolution

- **Acknowledge the conflict** – The conflict has to be acknowledged before it can be managed and resolved. The tendency is for people to ignore the first signs of conflict, perhaps as it seems trivial, or is difficult to differentiate from the normal, healthy debate that teams can thrive on. If you are concerned about the conflict in your team, discuss it with other members. Once the team recognizes the issue, it can start the process of resolution.
- **Discuss the impact** – As a team, discuss the impact the conflict is having on team dynamics and performance.
- **Agree to a cooperative process** – Everyone involved must agree to cooperate in to resolve the conflict. This means putting the team first, and may involve setting aside your opinion or ideas for the time being. If someone wants to win more than he or she wants to resolve the conflict, you may find yourself at a stalemate.

Agree to communicate – The most important thing throughout the resolution process is for everyone to keep communications open. The people involved need to talk about the issue and discuss their strong feelings. Active listening is essential here, because to move on you need to really understand where the other person is coming from.

Step 2: Understand the Situation

Once the team is ready to resolve the conflict, the next stage is to understand the situation, and each team member's point of view. Take time to make sure that each person's position is heard and understood. Remember that strong emotions are at work here so you have to get through the emotion and reveal the true nature of the conflict. Do the following:

- **Clarify positions** – Whatever the conflict or disagreement, it's important to clarify people's positions. Whether there are obvious factions within the team who support a particular option, approach or idea, or each team member holds their own unique view, each position needs to be clearly identified and articulated by those involved.
- This step alone can go a long way to resolve the conflict, as it helps the team see the facts more objectively and with less emotion.
- **List facts, assumptions and beliefs underlying each position** – What does each group or person believe? What do they value? What information are they using as a basis for these beliefs? What decision-making criteria and processes have they employed?
- **Analyze in smaller groups** – Break the team into smaller groups, separating people who are in alliance. In these smaller groups, analyze and dissect each position, and the associated facts, assumptions and beliefs.
- Which facts and assumptions are true? Which are the more important to the outcome? Is there additional, objective information that needs to be brought into the discussion to clarify points of uncertainty or contention? Is additional analysis or evaluation required?
- By considering the facts, assumptions, beliefs and decision making that lead to other people's positions, the group will gain a better understanding of those positions. Not only can this reveal new areas of agreement, it can also reveal new ideas and solutions that make the best of each position and perspective.
- Take care to remain open, rather than criticize or judge the perceptions and assumptions of other people. Listen to all solutions and ideas presented by the various sides of the conflict. Everyone needs to feel heard and acknowledged if a workable solution is to be reached.
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Convene back as a team – After the group dialogue, each side is likely to be much closer to reaching agreement. The process of uncovering facts and assumptions allows people to step away from their emotional attachments and see the issue more objectively. When you separate alliances, the fire of conflict can burn out quickly, and it is much easier to see the issue and facts laid bare.



Step 3: Reach Agreement



Now that all parties understand the others' positions, the team must decide what decision or course of action to take. With the facts and assumptions considered, it's easier to see the best of action and reach agreement .

If further analysis and evaluation is required, agree what needs to be done, by when and by whom, and so plan to reach agreement within a particular timescale. If appropriate, define which decision making and evaluation tools are to be employed.

If such additional work is required, the agreement at this stage is to the approach itself: Make sure the team is committed to work with the outcome of the proposed analysis and evaluation.

When conflict is resolved take time to celebrate and acknowledge the contributions everyone made toward reaching a solution. This can build team cohesion and confidence in their problem solving skills, and can help avert further conflict.

This three-step process can help solve team conflict efficiently and effectively. The basis of the approach is gaining understanding of the different perspectives and using that understanding to expand your own thoughts and beliefs about the issue.

Preventing Conflict

As well as being able to handle conflict when it arises, teams need to develop ways of preventing conflict from becoming damaging. Team members can learn skills and behaviour to help this. Here are some of the key ones to work on:

- Dealing with conflict immediately – avoid the temptation to ignore it.
- Being open – if people have issues, they need to be expressed immediately and not allowed to fester.
- Practicing clear communication – articulate thoughts and ideas clearly.
- Practicing active listening – paraphrasing, clarifying, questioning.
- Practicing identifying assumptions – asking yourself "why" on a regular basis.
- Not letting conflict get personal – stick to facts and issues, not personalities.
- Focusing on actionable solutions – don't belabour what can't be changed.
- Encouraging different points of view – insist on honest dialogue and expressing feelings.
- Not looking for blame – encourage ownership of the problem and solution.
- Demonstrating respect – if the situation escalates, take a break and wait for emotions to subside.
- Keeping team issues within the team – talking outside allows conflict to build and fester, without being dealt with directly.

Public Workshop Calendar

Darwin

Feb-June 2016



Date	Workshop	Duration
Fri 12 th Feb	Life Planning for 2016	Half Day
Tues 23 rd Feb	Mediation and Conflict Skills for Managers – Enrol a Colleague and you get 1 place for half price!	Full Day
Thurs 25 th Feb	Team Building in 5 Easy steps <i>CORP Talk!</i>	One Hour
Tues 8 th March	Customer Service	Half Day
Thurs 17 th March	Mindful Leadership- <i>Having those Difficult Conversations</i>	Half Day
Weds 23 rd March	Mindfulness and Managing Stress- <i>1 Day Retreat- Rydges Resort</i>	Full Day
Thurs 31 st March	Are you job ready? <i>CORP Talk!</i>	One Hour
Tues 5 th & Weds 6 th April	Mental Health First Aid	2 Days (\$552)
Wed 20 th April	The Neuroscience of Leadership <i>CORP Talk!</i>	One Hour
Thurs 28 th April	Emotional Intelligence- <i>What's your EQ?</i>	Full Day
Thurs 5 th May	Increase your Tolerance-Keep Calm and Carry on! <i>CORP Talk!</i>	One Hour
Weds 11 th May	Leading Change	Half Day
Weds 18 th May	Getting your Message Across: Key Communication Skills	Full Day
Thurs 19 th May	Alcohol Withdrawal and Brief Intervention	Full Day
Weds 25 th May	Mental Health Awareness <i>CORP Talk!</i>	One Hour
Thurs 2 nd June	What drug is that?	Full Day
Tues 7 th June	Critical Incident and Trauma Response for Managers <i>CORP Talk!</i>	One Hour
Thurs 16 th June	Life Coaching-An Introduction- Do your own Life wheel for Work life Balance	Half Day
Weds 22 nd June	Get to the point-Communication for Managers	Full Day
Weds 29 th June	Mindfulness and Managing Stress <i>1 Day Retreat- Rydges Resort</i>	Full Day

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Full Day Work-shops

8:30am – 4:00pm
(1 day) Lunch provided
\$265

Half Day Work-shops

8:30am – 12:00pm
\$140

CORP Talks !
\$39 –Darwin

Location:

Level 2 Highway
Arcade, 47 Stuart
Highway, Stuart
Park

Public Workshop Calendar

Alice Springs

Feb-Nov 2016



Date	Workshop	Duration
Thur 4 th Feb	Appropriate Workplace Behaviours for Staff- Bullying and Harassment- now includes Cyber Bullying in the Workplace!	Half Day
Tues 26 th April	Mindfulness and Managing Stress- 1 Day Retreat	Full Day
Tues 10 th May	Building a Great Customer Service Team	Half Day
Thur 16 th June	Mediation and Conflict Skills for Managers	Full Day
Tue 16 th August	Emotional Intelligence- <i>What's your EQ?</i>	Half Day
Thur 20 th October	Getting your Message Across- Key Communication Skills	Full Day
Tue 15 th November	Mindful Leadership- Having those Difficult Conversations	Half Day

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Please note that CORP can also offer training programs in the below topics and they can be tailored to meet your specific workplace needs.

- Time Management
- Resume Writing
- Customer Service
- Communication for Management
- Motivational Interviewing
- Dealing with Aggressive Clients
- The Neuroscience of Leadership
- Difference and Diversity- working in a mixed team effectively
- Workplace Culture and Change
- Family and Domestic Violence
- Mediation Skills for Managers
- Critical Incident and Trauma response for Managers
- Giving and Receiving Feedback
- Resiliency

Full Day Workshops

8:30am – 4:00pm
(1 day) Lunch provided
\$265

Half Day Workshops

8:30am – 12:00pm
\$140

Locations:

Jock Nelson Building
10/16 Hartley
(numbers dependant)



Public Workshop Calendar

Katherine

Feb-Nov 2016



Date	Workshop	Duration
Tues 9 th Feb	Resiliency and the Brain on Change	Half Day
Tues 12 th April	Goal Setting	Half Day
Tues 24 th May	Getting your Message Across: Key Communication Skills	Full Day
Weds 20 th July	Dealing with Dysfunctional People in the Workplace	Half Day
Tues 16 th Aug	Mindfulness and Managing Stress – 1 Day Retreat	Full Day
Weds 14 th Sept	Conflict Resolution	Half Day
Weds 19 th Oct	Increase your Tolerance- Keep Calm and Carry on! – <i>CORP Talk!</i>	One Hour
Weds 9 th Nov	Work Life Balance	Half Day

All Public Workshops in Katherine require a minimum of 10 participants in order to be confirmed.

CORP has a 72 hour cancellation policy. Please contact us as soon as possible if you are unable to attend a workshop you are enrolled in, or charges may apply.

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Full Day Workshops

8:30am –
4:00pm
(1 day) Lunch
provided
\$285

Half Day Workshops

8:30am –
12:00pm
\$175

CORP Talk:
\$45

Location:

The Katherine
Regional Training
Centre, 19
Second Street

