



Unique 3 Critical Response Approach to Conflict Resolution

3 Critical Response Approach Model for Conflict Resolution

Goodman Solutions specialises in facilitating a timely and sustainable conflict resolution service using a unique **3 Critical Response Approaches** to effectively address Conflict Management.



Critical Response Approach 1:

Preventive

You can't control the people you work with but you can control how you react to their actions

Pre-coaching

'Nip it in the bud' coaching plans – emotional regulation, stress management, managing poor performance

Understand your conflict management style

Leadership skills – influence, managing a difficult conversation, mutually beneficial agreements and commitments

Training

Positive relationships training – AWARE framework (feedback, difficult conversations, mindful listening, mindsets, resilience, social support, etc)

Critical Response Approach 2:

Interventive

Mediation

8 Step mediation process

Pre and post support

'In situ' conflict management coaching

Critical Response Approach 3:

Reflective Practice

Post Coaching/Training

Implementing the agreement plan

Resolve any unresolved personal issues

5Ps to manage internal conflict training

Career recalibration (optional)

Want a conflict reduced workplace with more positive relationships? Want to be a better version of yourself especially during heated arguments? Here's how my service will enable that.

- ✓ Contemporary approach
- ✓ Evidence based
- ✓ Creative and practical
- ✓ Led by an experienced qualified practitioner

The reason you are here is the growing demand for mediation and coaching in the workplace (and personally) to assist with managing conflict and resolving disputes, disagreements, delivering difficult conversations and seeking a toolkit to help you achieve this in an impactful way.

Conflict is not a matter of “if” but rather a matter of “when.”

The trouble is we only tend to react when conflict becomes out of control when in fact there is so much you can do beforehand to minimise the impact on relationships and productivity in the workplace. Goodman Solutions approach is to make conflict resolution or management a positive contagion. A proactive contagion.



As a result of Goodman Solutions' Conflict Resolution Services

This in the know...

Feel In control

Have strategies to deal with conflict productively

Develop better relationships

Mindfully communicate more effectively with less misunderstandings

Improve productivity

Belong to a more impactful team

Have sound planning

Less burnout

Utilise a growth mindset

Are at ease

Goodman Solutions' Unique 3 Critical Response Approach to Conflict Resolution.

Preventive. *adj. Preventing, hindering, or acting as an obstacle to. (noun preventative)*

Interventive. *a. serving to intervene (arbitrate) or interpose (mediate).*

Reflective. *Adj. pondering, especially thinking back on the past.*

Preventive

If conflict is not addressed it can lead to the creation, or manifestation, of a toxic workplace environment. Lack of trust and respect and generally poor communication fester throughout the corridors. One of the real problems is that conflict is contagious (not literally in the medical sense, or our current virus times, but close to it!), hence, the need for preventive action. Consider when one colleague feels stressed the ripple effect can impact the team. It's a contagion. Consider further, if one's manager is stressed it is often transferred to the team by their high-tension behaviour. Again, its contagion. (Ref. Korn Ferry) Let Goodman Solutions work with you on designing your own conflict resolution and management strategies to reduce workplace conflict in the first place. It will never be eliminated but the underlying behaviours can be brought to the conscious level of all in involved with effective strategies in place to model mutually agreeable solutions and communication. The use of preventive measures is also illustrated in my approach of using coaching and or training. In this critical response approach, we focus on your leadership development skills, EQ and positive relationships coaching/training. This is because you can't control the people you work with, but you can control how you react to their actions. Self-awareness is the first key in pre conflict management coaching. In this approach through coaching and or training we can cover such areas as the following:

- “Nip it in the bud” coaching plan – emotional regulation, stress management, managing poor performance
- Feeling alone? 4 types of social support to help you resolve your problem
- Understand your conflict management style and which style presses your buttons
- Leadership skills – influence, managing a difficult conversation, mutually beneficial agreements and commitments
- Positive relationships training – AWARE framework can include:
 - How to get a real commitment from all parties involved
 - Effectively giving and receiving feedback
 - Apologizing effectively
 - Adopting a growth mindset to criticism
 - Using values to build resilience
 - Rebuilding clear communication when blaming, bullying and or retreating exists

Critical Response Approach 2:

Interventive

In the second critical response to conflict management, described as interventive, one participates in mediation to reduce the conflict of escalating further and ending in litigation. Suzanne will interpose and help resolve the disagreement as peacefully as possible. This is achieved through -

- 8 Step mediation process (see mediation brochure)
- Pre and post support
- Professional and calming approach by mediator
- 'In situ' conflict management coaching (for when you require a support person).

Critical Response Approach 3:

Reflective

Consider, you have just concluded a mediation or grievance process, but deep down one party to conflict still does not feel satisfied or feels only partially satisfied. What does this lead to? The seeds of discontent are sown for a later conflict. It's a contagion. To make it into a positive contagion I will partner with you or your team member in post conflict management coaching to ensure agreed solutions are understood, actioned and future behaviours are reflected upon before enacted.

It is at this stage that a review or existing workplace conflict management plans are undertaken.

It can also be at this stage some individuals choose to reconsider their careers and the direction they would like to move forward in. Goodman Solutions can also assist in career recalibrations. For further information see my Leadership & Career Coaching brochure.

- Post conflict management coaching
- Workplace conflict management plans
- Career recalibration coaching