

# Advanced Conflict Resolution Process



## Description

We have developed a simple but effective conflict resolution process for times when apparently intractable differences arise between two parties in a family or organization. This process is often the "last chance" in situations where hope for success is hidden under accusations and misunderstanding. This process is performed in personal meetings or virtually.

## Goal

To reach a common understanding between two or more parties, bringing functionality at a minimum, and optimally to create flourishing in the relationships or teams.

## THE PROCESS

### 1 Introduction + Discovery

We start with an advanced behavioural assessment (30 min questionnaire + 90 minute interpretation session). This allows us to get to know the individuals needs and for the subjects to understand how others may perceive them.

### 2 Issues Document Preparation

Each party will then privately discuss the central issues with us, a prepare a letter explaining their position, issues, concerns, and requests. We can assist writing the letter in a way that the concerns are prepared in a clear, respectful manner. This step often occurs during 2-4 hours of coaching calls. Additional personal time for reflection and consideration is usually needed from each party.

### 3 1st Letter Delivery

We deliver letters in 1-1, hour long calls with participants. This step diffuses reactions that often cause unhelpful upset. (Recipients have non been informed of the other parties concerns or requests before this step).

### 4 - 1st Response

Each party will prepare a reply that is normally delivered by us, responding to the requests.

### 5 - Agreements + Operating Principles

Usually responses request a different way of doing things in the future. At this point, issues have been reduced to manageable parts allowing creation of reasonable, mutually agreed upon processes. This step often results in developing new operating principles and rhythms.

### 6 - Conclusion

At this point, parties are able to meet to continue discussions with a new and helpful understanding of the others' perspective. Frankly, it's rare that parties will decide to part company at this point. However, if they do, it's done with respect and a lot less drama - reducing the chances of legal action and a host of other difficulties and complications.

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## Pricing

This process described usually takes 5-7 hours for each party (\$600 / hour). It is impossible to predict beforehand how pronounced the challenges are, and as a result how much consultant time is required. However, we are often surprised at how resolution is reached in a casual discussion at the water cooler after step 3 is complete.

## Contact

For for questions or information please contact us at [support@dphillips.com](mailto:support@dphillips.com).

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