

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 by phone.

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.

Process:

For each person in the resolution process

1. Introduction and discovery:

We start with an advanced behavioral assessment. (30 minutes for questionnaire completion and 90 minutes for the interpretation session). This allows Dave to know individual 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 Dave and prepare a letter explaining their position, issues, concerns and requests. Dave will assist writing the letter in a way that the concerns are prepared in a clear, respectful manner. This step often occurs in 2-4 hours with Dave. Additional personal time for reflection and consideration is usually needed for each party.

3. 1st Letter Delivery:

Dave will deliver letters, one-on-one, in 1 hour calls with participants. This step diffuses reactions that often cause unhelpful upset.

- ▶ Recipients have not 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 Dave responding to the requests.

5. Agreements and 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 to make new agreements. This step often results in developing new operating principles and rhythms.

- ▶ In exceptionally volatile situations steps 3 & 4 can be repeated to diffuse more pronounced anger or upset.

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.

Costs:

The process described above takes 5-7 hours for each party (\$450 USD/Hour). It's impossible to predict beforehand how pronounced the challenges are and as a result how much consultant time is required. However, I'm surprised at how often resolution is reached in a casual discussion at the water cooler after step 3 is complete.