



CCR

INTERNATIONAL

Canada's premier WORKPLACE
conflict resolution firm

ottawa winnipeg calgary vancouver

CONFLICT DIAGNOSTICS

Just like a physician will do a thorough examination and testing before recommending treatment, CCR International will analyze and assess all conflict situations before determining an appropriate resolution process. Diagnosing conflict in this way significantly increases the likelihood of a successful resolution and decreases the amount of time required to resolve the situation.

CCR International's experience has shown that the key to resolving conflict successfully is utilizing the appropriate conflict resolution process. CCR International has developed a Conflict Diagnostic method based on accepted conflict theory that determines the conflict resolution process best suited

to the situation. This analysis takes into consideration the type of conflict, the individuals involved, the cause(s) of the conflict, the corporate culture and environment, and the goals and priorities of those involved, including the organization as a whole.

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The goals of a Conflict Diagnostic are:

- To identify all individuals involved in and affected by the conflict so that resolution can be all-inclusive
- To identify all relevant issues (real and perceived) so that resolution can be complete
- To identify appropriate processes to address the situation so that resolution can be timely and cost-effective

The Conflict Diagnostic process has four key steps.

1 Stakeholder identification: Conflicts can occur between two individuals as well as large groups of people. Some conflicts, although they appear to only involve a few individuals, have a significant impact on the whole work team. CCR International will determine, together with the client, the individuals who are a part of the conflict situation.

2 Information gathering: Individuals involved in the conflict situation will be interviewed on a one-on-one basis. Individuals are given this opportunity to air issues, views, and perceptions.

In order to explore issues in this way, it is imperative to have the cooperation and “buy in” of those involved. CCR International staff are trained to gain the cooperation of various individuals, who may be otherwise unreceptive, to share their opinions and thoughts about the state of affairs in their workplace. CCR International’s experience has shown that full disclosure of the process, assurance of confidentiality, the opportunity to thoroughly discuss and clarify issues and concerns, as well as an effort to understand the workplace environment and its unique culture, contribute to an atmosphere of cooperation and willing participation in the process.

3 Analysis: CCR International’s Intervention Team will review the information gathered. This information will be analyzed in a clear and objective manner to determine the cause(s) of the conflict, the type(s) of conflict, and the level of conflict escalation. The Intervention Team will consider the dynamics of this conflict situation within the unique realities of the work environment and the individuals involved.

4 Response Plan: Using the analysis of the conflict situation, CCR International will develop an appropriate response plan to address and resolve the situation. The recommended plan may include a single process or a combination of processes based on our Appropriate Responses to Conflict Spectrum™. CCR International’s recommendation will be based on a commitment to timely, cost-effective, and complete resolution of the conflict.

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