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CONFLICT FACILITATION FOR TEAMS

Conflicts frequently involve numerous personalities and perspectives and can negatively impact an entire work group or team. These complex and potentially disruptive conflicts need to be addressed in a positive and productive manner. CCR International's Conflict Facilitation process provides the necessary focus, support, and structure to assist groups in working through divisive and challenging issues.

Conflict within work groups or teams frequently results in a lack of focus and a decrease in productivity. This type of group conflict can be difficult to address because it involves numerous viewpoints, a variety of concerns, and is influenced by past group interactions. The team leader or manager usually has a vested interest in the resolution of these conflicts and so may be unable to take on the more impartial role of intervener when particularly complex conflicts occur.

CCR International's Conflict Facilitators are impartial guides that help work groups and teams navigate through contentious issues. The Facilitator will assist the group in working through difficult issues by moderating discussions, establishing communication guidelines, balancing participation, providing feedback, and keeping discussions focused on the issues so that the group can move forward. The Facilitator oversees the process and progress of the team's communication to alleviate tension and work towards solutions that are agreeable to everyone in the group.

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Conflict Facilitation can be advantageous in several contexts. When teams are forming, before any significant conflict situations arise, teams benefit from having a facilitated discussion on how they will work together. This can be a difficult dialogue because the group needs to address how they will function when conflict does occur. This type of Conflict Facilitation process is a preventative measure and will have a positive impact on the formation of a cohesive team.

Conflict Facilitation is valuable when a work group is experiencing conflict that is affecting its productivity and morale. The Conflict Facilitation process allows the group to bring up and address issues in an environment that promotes open dialogue and encourages creative solutions. Each member of the group is a participant in the process, so the solutions that come out of this process are solutions that come from the group. And, by working through conflict in this way, each participant develops greater conflict resolution skills and awareness so that future conflicts can be addressed quickly and efficiently.

Conflict Facilitation can also be beneficial when anticipating conflict. When an organization is experiencing significant change or is implementing new policies and procedures that are likely to be contentious, Conflict Facilitation can be a significant part of the change implementation process.

As a Workplace Restoration strategy, Conflict Facilitation can follow a significant conflictual event such as a strike, downsizing, restructuring, or some other particularly difficult situation. While the parties may have reached an agreement, there are frequently hard feelings and negativity that need to be overcome in order for all parties to get back to work. In these types of situations, the focus of the Conflict Facilitation process is on creating a work group or team that is able to look toward the future, move beyond past negative experiences, and build skills in addressing future conflicts constructively.

Conflict Facilitation is appropriate whenever the conflict is highly contentious and involves numerous stakeholders. Groups that benefit from Conflict Facilitation range in size from very small (3 or 4) to large (several hundred). The Conflict Facilitation process may involve a single meeting or a series of meetings over time depending on the issues and the goals of the Facilitation.

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