

Conflict Health Assessment



The Conflict Resolution
Professionals Group

An organizational conflict health assessment for HR and business leaders.

Assessing your Organization's Conflict Health

This quick assessment is to help you get an idea as to how well your organization handles conflict.

We understand that not all organizations are alike. But this assessment will allow for you to understand what type of organization you are in terms of conflict management and what steps may be required of you in order to become more conflict competent as an organization.

Directions: For each of the statements, mark if you agree or disagree with the statement. The next page includes an answer grid, explanations and recommendations for next steps.

Statements	Agree	Disagree
1 My organization includes mediation in our policies.	<input type="radio"/>	<input type="radio"/>
2 My organization includes mediation in our employment contract.	<input type="radio"/>	<input type="radio"/>
3 unresolved workplace conflict is a problem within my organization.	<input type="radio"/>	<input type="radio"/>
4 Our HR team received mediation training.	<input type="radio"/>	<input type="radio"/>
5 Our managers usually ignore or avoid dealing with conflict until it is too late.	<input type="radio"/>	<input type="radio"/>
6 Mutual respect and dignity at work are part of our organizational culture.	<input type="radio"/>	<input type="radio"/>
7 In the past 12 months, we have used a mediator to help resolve a workplace conflict.	<input type="radio"/>	<input type="radio"/>
8 We would like to improve the way that we manage workplace conflict.	<input type="radio"/>	<input type="radio"/>
9 We have lost a good employee due to unresolved conflict.	<input type="radio"/>	<input type="radio"/>
10 In the past 12 months, we have seen an increase cost associated with conflict.	<input type="radio"/>	<input type="radio"/>
11 Staff stress/sickness is on the rise due to unresolved workplace conflict.	<input type="radio"/>	<input type="radio"/>
12 Important organizational changes are hampered by disagreements and disputes.	<input type="radio"/>	<input type="radio"/>
13 We regularly review grievances to identify patterns and opportunities for learning.	<input type="radio"/>	<input type="radio"/>
14 We do not measure the financial and human impact of conflict.	<input type="radio"/>	<input type="radio"/>
15 We have a team of trained and accredited internal workplace mediators.	<input type="radio"/>	<input type="radio"/>

Analysis

Quick Conflict health Check

Please circle the answers you agreed with in the table below. Then add up your answers. Each answer in the left hand column is worth 3 points. Answers in the right column are worth 1 point. An explanation of your company's conflict management approach is set out below.

If you agreed with these questions, each is worth 3 points.

If you agreed with these questions, each is worth 1 point.

1 2 4 6 7 8 13 15

3 5 9 10 11 12 14

Total Score _____

Scores 0-11

Your organization is experiencing destructive conflict. For your managers and employees involved this is very damaging and unhealthy. Your business performance may be undermined and the atmosphere may be tense and toxic. You are most likely losing money because of conflict.

Recommendation for Action:

It is not too late to correct the situation. Training your HR team and managers as mediators will create immediate results. Develop a grievance resolution procedure with more emphasis on resolution and mediation.

Scores 12-17

You are on the right track and have some innovative systems in place for handling workplace conflicts. However, some conflicts are not being responded to as quickly or as effectively, thus causing some managers and employees to experience some harmful effects.

Recommendation for Action:

Consider taking a detailed conflict audit to access the real costs of conflict to your business. Establishing an internal mediation program and training your Managers and supervisors would insure better management.

Scores 18-24

You appear to have a very positive working environment where virtually all workplace disputes are handled in a positive manner. You have embraced mediation and the value of constructive conflict where employees talk openly with each other to resolve conflict.

Recommendation for Action:

Consider mediation in other business areas to resolve disputes with clients and businesses.

About Conflict Resolution Professionals Group

CRPG is a full service conflict management group. We are dispute resolution professionals who work with organizations, non-profits, and businesses to manage and implement strategies to reduce, resolve and manage conflict. People come to us because they can trust us. They know that our teams of trained mediators and trainers have the skills, depth of knowledge and experience to deliver results.

- We are a leading provider of business, workplace and consumer mediation services.
- Our mediators have extensive training and advanced degrees in conflict resolution.
- We have over 30 years of combined experience in mediation, conflict resolution and training.
- We have trained hundreds of HR professionals in conflict resolution.
- We work with national non-profits, churches, professional associations, and organizations.
- We have developed and embedded mediation systems for national non-profits.

The Services that CRGP Offers

CRPG designs and delivers a comprehensive portfolio of mediation, conflict management services to its clients.



The CRPG MEDIATION SUITE

Market leading mediation and dispute resolution services.

- Setting up a mediation scheme
- Providing external independent mediators in workplace disputes and grievances.
- Mediating team and collective disputes.
- Civil and commercial mediation services.
- Small claim and small business mediation services.

THE CRPG CONFLICT MANAGEMENT SUITE

A Holistic package of conflict management services to help you prevent, resolve, and transform a conflict at work.

- Undertaking conflict audits and developing conflict management strategies.
- Delivering high quality workplace investigations. (ombudsperson)
- Developing dignity, fair treatment, and fairness, at work or related HR and ER policies.

- Expert neutral evaluations of complex workplace disputes (harassment, bullying, and discrimination).
- Conflict coaching
- Managing change and transformation.

THE CRPG TRAINING SUITE

An extensive program of progressive innovative courses designed and delivered by conflict experts.

- Accredited mediation training services for internal mediators.
- Practical mediation skills for managers.
- Practical investigation skills
- Core mediation skills
- Managing positive conversations
- Handling complaints
- Managing strong emotions
- HR as mediator
- Employee engagement best practice for HR and managers
- Managers stress, absence and presenteeism.
- Developing stress and well-being strategies.

Contact Us

We would love to talk to you about your conflict. It is our passion. Contact us to talk about what we can do to make your organization a better place.

1-888-978-2229

www.TheConflictResolutionProfessionals.org

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