



Workplace Mediation

Creative Conflict Resolution

CONFLICT AUDIT

The cost of conflict is real enough, but even so, most organisations invest little time and emphasis into conflict resolution principles and procedures, and tend to deal with conflict on an ad hoc, and even arbitrary basis.

This conflict audit is a simple, preliminary tool designed to support organisations of all types- businesses, corporations, voluntary and government-to ascertain the cost and type of conflict their organisation faces, and to begin developing a conflict resolution and employment mediation strategy.

This conflict audit collects preliminary objective and subjective data to measure the type and cost and consequences of conflict in your organisations. If the figures illuminate a need for further analysis or the development of conflict resolution and employment mediation in your organisation EQ8 Mediation can conduct more in-depth diagnostics. We can work with your organisation to evaluate and assess the underlying causes of conflict in your organisation, expertly design a bespoke dispute resolution system and offer employment mediation services, by incorporating a range of tools and techniques that not only resolve issues but increase your organisation's productivity.

This audit is suitable for all staff in your organisations including, directors, HR staff, managers, team leaders and individual staff.



Employment Mediation Conflict Audit

Please choose as many options as appropriate and feel free to insert your own ideas and suggestions.

1. What types of conflict occur in your organization?

- Personality Clashes
- Cultural Clashes
- Differences in Working Style or Leadership
- Rivalry/Competition

2. Why do you think conflicts occur in your organisation?

- Cultural Conflict/ Different Values
- Misunderstanding/Miscommunication
- Competition for resources
- Pressures outside of work, such as the economy

3. How many days per year does your organisation spend dealing with conflict?

- 0 days
- 1-7 days
- 7 to 14 days
- More than 14 days

4. Thinking about the cost of resolving conflicts such as extra meetings, lost production, replacing staff, disciplinary/grievances and tribunals, How much money does conflict cost your organization?

- Nil
- Between £1 and £1000.00
- Between £1000.00 and £3000.00
- Between £4000.00 and £8000.00
- More than £8000.00

5. What are the consequences of conflict in your organization?

- Sickness absence
- Loss of staff
- Poor customer relations
- Poor productivity
- Gossip
- Discrimination/Favouritism
- More Conflict

6. How does your organization respond in general to conflict?

- Ignore
- Retaliate
- Cooperate/Resolve
- Submit/Give In

7. How do people in your organisation respond to conflict?

- Get help from Trade Union/Professional Body
- Submit a Grievance/Complaint
- Disciplinary Procedure
- Informally resolve/cooperate
- Internal or External Mediation
- Keep silent
- Sick leave

8. How does Leadership or Management respond to conflict in your organisation?

- Delegate to some else
- Listen and Understand
- Ignore or Diminish
- Make an Executive Decision

9. What procedures for resolving conflict are in place in your organisation?

- None
- Internal Complaints/Grievance Procedure
- Mediation Policy
- Conflict resolution or Mediation training
- In house mediation

10. What Skills or Further Resources do you think are needed to help your organisation deal with conflict effectively?

- Cultural Awareness
- Conflict resolution training for all staff
- Conflict resolution training for managers/senior staff
- Conflict audit
- Mediation

11. Would your organisation benefit from:

- **an external Employment Mediation service?**
- **Conflict resolution training**
- **Dispute avoidance training**
- **Tailored Mediation policy**
- **In depth conflict audit**
- **Trained in house mediators**
- **Other methods to reduce and resolve workplace conflict**