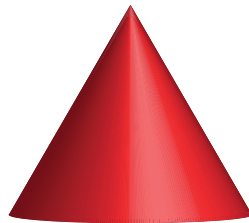




Oak Integrated Conflict Management System

DISPUTE



CONFLICT



DIFFERENCES



MANAGING CONFLICT BEHAVIOURS

‘How does conflict ‘show up’ in your workplace and how do you manage it’?

How should companies deal with workplace conflict?

An ‘Integrated Conflict Management System’ that recognises the escalation of conflict and the groups that are impacted.

The company recognises that conflict is inevitable. It commits to upskilling its people and developing processes to leverage its benefits and minimise its damaging consequences.

The system provides multiple access points and practical options that promote competence in dealing with conflict throughout the company.

How does it work?

A system of supports and structures that coordinate access to multiple options and promote competence in dealing with conflict throughout the company. Options include upskilling in and provision of: Psychometric assessments in Conflict Dynamics and Building Resilience at individual and team level, Individual Development Plans, Effective Conflict Management, Third Party Resolution, Negotiation, Conflict Management Coaching, Mediation, Cost of Conflict Audits and Calculation, Conflict Strategy Surveys, ICMS Design

DISPUTE



Conflict when poorly managed (mostly due to lack of appropriate skills) grows to become a Dispute. The Relationship is on the verge of termination. There is a risk of violation of laws and/or ethics, extreme reaction or violence.

CONFLICT



Differences grow to having a negative impact on us and become Conflict. There is tension, stress and anger. Routine pattern of walk-aways and power plays.

DIFFERENCES



People see situations differently. They understand the other's perspective and feel no discomfort regarding it. Difference is seen positively and creative problem solving is evident.

Who is impacted?

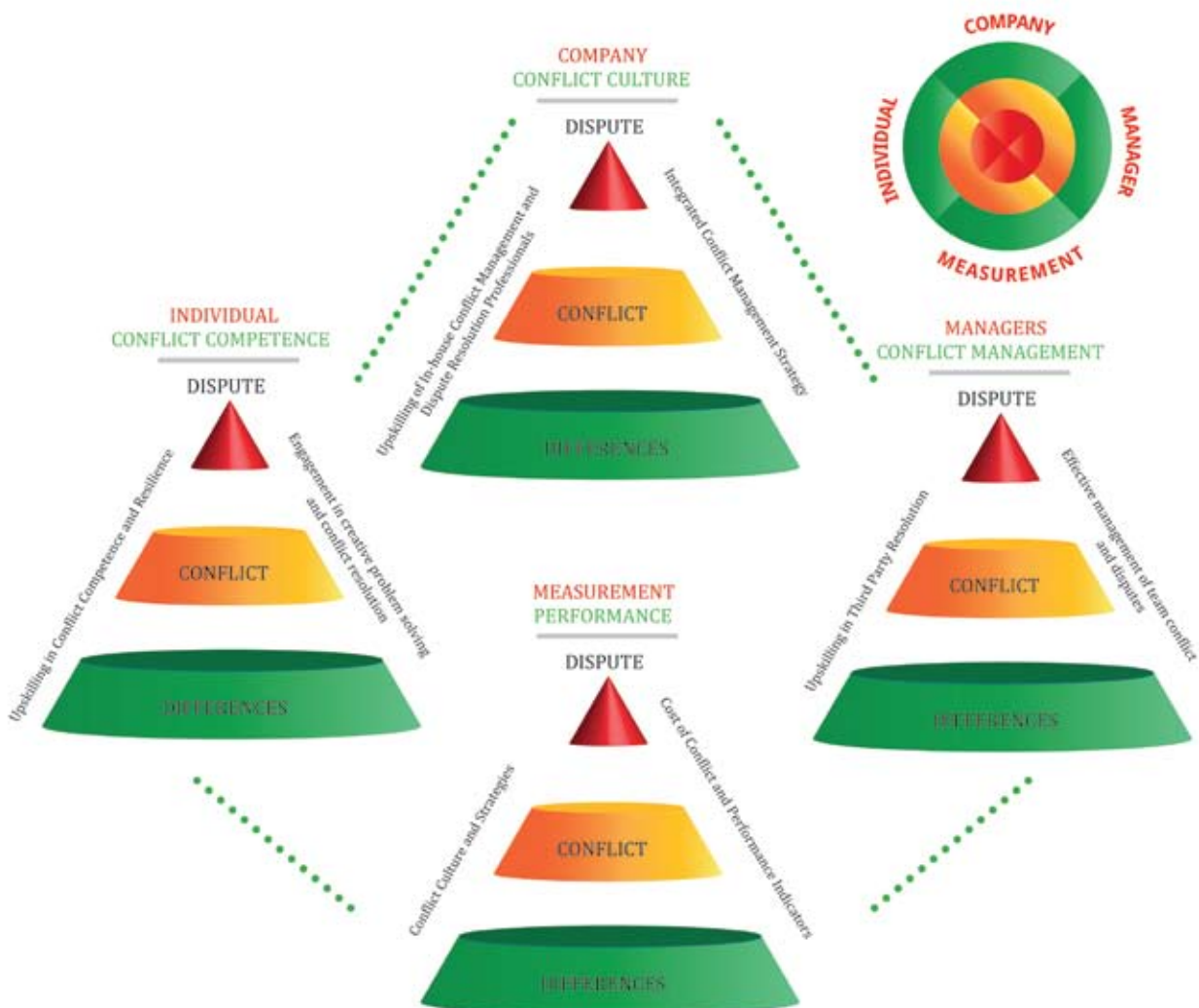
Individuals | Managers | Company

This Integrated Conflict Management System is designed to leverage the true performance capacity of your company through a systemic approach to preventing, managing and resolving conflict. It identifies the constructive aspect of conflict and provides practical options to all persons in the workplace for preventing, identifying and positively resolving all sorts of problems.

It is built on the premise that conflict is inevitable and unless it is effectively managed and planned for, it will have a negative and potentially destructive impact on all aspects of your company and your employees.

This manifests in absenteeism, presenteeism, sick leave, low morale, poor decision making and performance, lack of talent retention and staff turnover.

This system is used to avoid the pitfalls of poorly managed conflict and to instead build innovation, trust and morale, leading to the development of sustainable working relationships and growth. It fosters a culture that welcomes good faith dissent and encourages resolution of conflict at the lowest level through dialogue and negotiation.



Dublin Office:

OAK Conflict Dynamics
8 Montpelier Parade
Monkstown
Co. Dublin
A94D763

t: +353 1 524 0451
m: +353 83 130 6737
e: info@oakconflictdynamics.ie

London Office:

OAK Conflict Dynamics
1 St. Saviors Wharf
23 Mill Street
London
SE1 2BE

t: +44 203 773 4632
e: info@oakconflictdynamics.ie

Website:

www.oakconflictdynamics.ie

Social Media:



Our Partners:



EckerdCollege
on FLORIDA'S GULF COAST

**We change the
way you think
about conflict**