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## **CONFLICT MANAGEMENT/MEDIATION**

Some refer to conflict as a "growth industry." More and more people want to participate in decisions that affect them. Fewer are willing to sit back and let someone else dictate to them. This increased participation also increases the likelihood of conflict. People are different and so are their ideas about how businesses should run. To manage conflict and to keep it from harming the people involved in the organization, KRH Consulting provides the following service options:

### **I. DISPUTE MEDIATION**

On the spot intervention to bring about mutually beneficial agreement in disputes between individuals or groups within an organization.

This service provides immediate crisis intervention as well as short and/or long-term agreements to manage potentially disruptive differences in the future.

### **II. IN-DEPTH AGREEMENT DEVELOPMENT**

In-depth assessment of on-going disputes between and/or among business partners or colleagues, followed by design and agreement to a mutually favorable plan for an improved working relationship.

### **III. PROBLEM IDENTIFICATION**

Investigation, through a wide choice of options (from interviews to surveys and tests), aimed at locating cause(s) of malfunctioning within the "people-side" of an organization.

Follow-up consultation to assist in the design of plans for resolution.

### **IV. EDUCATIONAL SUPPORT**

Training in tools and methods to use in improving interpersonal communications and negotiating mutual gains agreements in day-to-day conflicts or major disputes.