

Program in a Nutshell

Conflict between critical staff members or leaders of a project or organization needs to be dealt with before it turns into crisis. Significant projects have much invested and a great deal to lose. Unresolved conflicts between any two key personnel can undermine good project plans, ultimately leading to project failure. If the project doesn't completely fail, it will more than likely suffer from escalated costs resulting from wasted time, poor decision making, loss of talent, reorganization, sabotage/theft, low morale, and adverse health impact.

The Eogogics Conflict Mediation Service is an alternative to traditional grievance processes. This service is especially attractive to executives who may be experiencing conflict with peers. These leaders require resolution to be confidential and impartial, while preserving all decision-making for them. Our service also addresses situations where conflicting parties choose to let the conflict fester through avoidance, causing project delays, or inefficiencies. Our mediator will lead an intervention meeting and guide the conflicting parties to an agreed resolution within 24 hours, avoiding any further delays and reducing overall costs.

Program Details

Conflict is a natural occurrence within projects or organizations and should always be expected. No one person can be blamed for conflict, yet there is plenty of blame to go around when conflict transforms into crisis. Crisis normally occurs when conflict is handled in either of these ways:

- Avoidance: An action of emptying, vacating, or clearing away
- Coercion: To achieve by manipulation, force, or threat

While each of these may deliver some level of relief, you can rest assured that the relief is temporary. This is especially the case with project leaders or project executives, who utilize these tactics because they believe themselves to be solely responsible for 'handling issues'. With avoidance or coercion as the response to conflict, the stage is set for crisis. This is why crisis occurs in most projects. This is also why many project leaders never see it coming. Leaders are simply utilizing methods that they have previously been rewarded for.

Mediation is the solution for high-risk conflict. The mediation service offers guided conversations for change. This service is distinctively different from services offered by conciliators, arbitrators or litigators, all of which imply that the participants are 'giving up' some control of the outcome. Our Conflict Mediation Service provides an impartial, trained, and skilled mediator to assist individuals with resolving a controversy within 24 hours. The mediator operates with emotional maturity, confidentiality, objectivity and openness to outcome. The mediator is not a judge and does not make rulings. The conflicting participants achieve resolution by making decisions for themselves. The resolution actions are transcribed into a document enabling the participants to manage their decisions after the mediation.

Our research and experience reveal that organizations that utilize an effective mediation service often reduce costs and delays. If you have unresolved project conflict or would like to include mediation in future project plans, please e-mail or call us to engage our mediation support.

Rev. 08 Aug 8f