

WORKPLACE CONFLICT RESOLUTION STRATEGIES: INTRODUCING PROACTIVE RESOLUTIONS

Managing conflict is a bit of a crapshoot for most companies. Sticky interpersonal situations are left to the devices of individual managers, some of whom may have great natural abilities while others fumble through by trial and error. But this is a risky arena to take a 'management by hope' approach.

Most corporations fail to consider the serious effects workplace conflict can have, even when it doesn't measure high on the Richter scale. Conflict doesn't have to rank as 'crisis' to affect your bottom line.

HR Magazine reports that managers and business leaders commonly spend 25% to 42% of their time dealing with conflict. Calculate that dollar figure based on salaries in your organization, and you begin to realize the hidden investment your company is making to cope with workplace conflict.

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When [ProActive ReSolutions](#) launched its services more than 8 years ago, it was with the idea that companies could save big money by training managers and employees to handle conflict with grace and strategy. Rather than 'management by hope', ProActive ReSolutions offers 'management by expertise'.

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The company pools the knowledge of experts in forensic psychology, dispute resolution, mediation, education and business management to deliver a series of training programs. The programs are designed to help organizations prevent the negative effects of workplace conflict, and to set the wheels in motion for greater harmony – and therefore greater productivity – in the workplace.

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The programs deliver tools that employees and managers can apply immediately in their everyday interactions. They are meant to take the anxiety and guesswork out of managing conflict, empowering people to deal with issues directly and with empathy.

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According to ProActive ReSolutions executive [Dr. Stephen Hart](#), "It's often the case that companies unknowingly let conflict fester. It's a silent disease. Business leaders often think, 'let people work out their own issues – that's not something we want to get involved with.'"

But there is a price to pay for taking a hands-off approach. Stress arises. [A 2005 UK survey by Roffey Park](#) found that 78% of managers suffer from work-related stress. That's a treacherous reality, considering stress leads to dissatisfaction which in turn leads people to brush up their resumes. The cost of replacing a manager is often greater than 150% of the salary.

If you're questioning the degree to which workplace conflict exists, that same UK study found that 52% of those surveyed had experienced workplace harassment; 27% had been bullied; and 34% felt that they had been deliberately sidelined or excluded.

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According to Hart, “Although the stats on workplace conflict are staggering, what’s more striking is that so much of this is preventable. With the right knowledge, people can work through issues and prevent serious problems that eventually lead to absenteeism, stress leaves and resignations – or in the most extreme cases, workplace violence.”

The benefits of implementing preventative programs are clear. A government agency that engaged ProActive ReSolutions found that turnover was sharply reduced, providing an annual savings of nearly \$160,000. Instead of spending one day per week managing conflict issues, senior managers now spend 2 hours per week.

About ProActive ReSolutions

ProActive ReSolutions Inc. helps government and corporate organizations around the world **identify, prevent and manage** conflict using well researched, effective workplace conflict resolution strategies. Its clients include Pinnacle Mines, Devon Energy, the City of Vancouver, and the UK Home Office.

ProActive’s leadership team presents to audiences worldwide on topics relating to workplace conflict resolution, and the company is the approved vendor in numerous markets. ProActive has offices in Canada, Australia and the U.S.

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