



## CONSULTING SERVICES

# Conflict Management Consulting

## Conflict Management

The effectiveness of ProActive ReSolutions Conflict Management service has been validated by numerous international studies, including the UK's largest randomly controlled trial. As a result, our approach has been adopted in workplaces, criminal justice systems and communities around the world.

Also known as Restorative Justice, ProActive ReSolutions Conflict Management service is one of the few services shown to achieve a ROI of 9:1.

### *Our Strategic Approach*

ProActive ReSolutions Conflict Management service is not focused on penalizing the individual(s) at fault, rather, the focus is on engaging all parties involved to understand the impact of the at fault individual(s) behaviour on the victim(s) and agreeing upon an behavioural agreement that can be implemented, monitored and enforced.

## Our Methodology

The Conflict Management service is a proven methodology that engages all parties impacted by the conflict and focuses on transforming the conflict into cooperation within the group.

### *Engaging the Parties in Conflict*

Our first step is to individually engage all the parties impacted by the conflicted into identifying and discussing the impact of the conflict on them, possible causes/reasons, impacts on other parties involved in the conflict as well as what they would like to see as a satisfactory resolution.

### *Facilitated Group Discussion*

Through a facilitator led group discussion, participants are encouraged to discuss and identify the impacts of

the conflict on themselves, other parties involved as well as what they would like to see as a result of the discussion. Participants benefit from the opportunity to say things to each other that they have either avoided saying or have said hurtfully rather than helpfully.

### *Defining A Behavioural Action Plan*

The group then decides together what needs to be done to behave constructively towards each other with the end goal of creating a concrete behavioural agreement that can be implemented, monitored and enforced.

Additional on-going coaching support is available as part of an annual support package.

## About ProActive ReSolutions

As pioneers and leaders in Building Respectful Workplaces, ProActive ReSolutions has been providing consulting and training solutions to global clients across multiple verticals since 2000.

ProActive Resolutions' consulting and training solutions are structured around standardized, evidence-based research. It is this core foundation that allows us to develop and customize consulting and training solutions to meet the needs of our global clients irrespective of their vertical and location.

Our integrated solutions philosophy allows us to develop and customize our consulting and training solutions around 3 key strategies:

- **PREVENTING** disrespectful workplace behaviours,
- **REPAIRING** relationships damaged by disrespectful behaviours and
- **PROTECTING** those at risk of violence in the home, workplace and community.

**60K+ People Trained Globally and Counting.**