

Conflict Management

Apart from solutions based on facts, which are the targets to work for in change processes, another essential factor is awakening the understanding and acceptance among employees. If this is not accomplished, one experiences the reverse reactions, which are mentioned above, to the change process which will clearly hinder advancement in the change process.

A successful art of dealing with resistances and conflicts is based on the fundamental acceptance that such reactions are “normal”, as soon as ownership changes: budgets, competences and resources shift, and participants are required to rethink.

In the preventive treatment of resistances and conflicts, we help you to understand the real reasons for the misgivings of the participant, their argumentative facts, their fears, their own interests, in order that you may determine the interests behind their forward positions and be able to work it out constructively.

This is an important step of conflict prevention, because “smouldering” resistances mean that topics must be worked out before an onward-oriented treatment becomes possible. Employees, who see themselves as being taken seriously with their misgivings, are likely to become participants - and find themselves increasingly less as victims. It is also possible after an open discussion, in which the employees are convinced of the effects of change, that the consequence results in the starting point which leads to the desire to change.

If conflicts are already masked or frankly, taken lightly, it is better to actively participate in clearing the way so that progressive and continuous advancement can take place within the change process. On such occasions, we support you by working with the conflict parties towards agreement and future-oriented solutions.

Where participants are required to work together afterwards and in the future, compromises are necessary so that no one loses face. The win/ lose principle brings forth very little, because the “loser” does not forget their defeat and they let it flow, consciously or unconsciously in every future disagreement and in their actions. In larger conflicts, a written agreement of both participants (memorandum) is an adequate means. The Mediator leads the process; the parties develop an agreeable solution, however, independently. In the everyday life of a change - where it is often about smaller conflicts - the same is reached with methods of conflict management. The goal is to integrate the treatment of conflicts as a linear instrument in the process everyday life.

In the treatment of conflicts, we assist you with following services, for example,:

- Consultation for conflict prevention: factual arguments, fears and individual interests
- Company mediation: finding agreeable solutions instead of judicial decisions
- Conflict management: resistance and conflicts within change processes

