SAVING TIME, ENERGY AND MONEY USING PROACTIVE ALTERNATIVE DISPUTE RESOLUTION TACTICS

JW MARRIOTT
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ABOUT OUR PRESENTER

Thomas E. Colbert III

- President, Resolution and Mediation Services, Inc.
- Retired, Florida Supreme Court Certified, Circuit Civil and County Mediator
- Retired Mediator, Florida Commission on Human Relations
- Charter member Alpha Phi Alpha (Univ. of FL)

Thomas E. Colbert, III is the founder of Resolution and Mediation Services, Inc., he is a Florida Supreme Court Certified, Circuit Civil and County Mediator, with years of experience in service to the citizens of the state of Florida. While employed with the Florida Commission on Human Relation, he mediated hundreds of cases per year and has seen first-hand the devastating consequences of stress, frustration and loss of productivity resulting from conflict which is either mishandled or ignored. These issues can result in great harm to the reputation, growth and yes...even the financial wellbeing of any business and the functionality of its workplace alike.
WORKSHOP OBJECTIVES

• Define Conflict

• To facilitate discussion of; prevention management and resolution of conflict in the workplace.

• Identify and discuss the value of diversity/ sensitivity in the workplace.

• Identify and discuss various methods of Alternative Dispute Resolution (ADR)

• Provide opportunities of role play to facilitate greater understanding of workshop objectives.

• Promote and encourage a greater understanding and use of proactive/preventative ADR in resolving conflict in the workplace.
WHAT TO EXPECT FROM THIS TRAINING

“Proactive ADR”

• Interactive training and workshop materials, which will teach how to recognize, address, and possibly avoid potential pitfalls which could result in workplace conflict, low productivity output, high employee turnover rates and much, much more.
WHAT TO EXPECT FROM THIS TRAINING

- You will receive firsthand information from one who has designed commission employee training, investigated and mediated cases presented before the State of Florida’s Chief discrimination investigative body, the “Florida Commission on Human Relations”.

- A working knowledge to understand the various categories of conflict

- Warning of the high cost of: (1) Workplace Conflict, (2) Low Employee Morale and (3) Cost of Losing an employee
• Workshop handouts designed to inform, train and equip.

• Conference ("special") discount cost for R.A.M.S. professional assistance to provide future workshop training and motivational development assistance at attendees local business worksites/communities.
ADR DEFINED

What is A.D.R.

Alternative Dispute Resolution

• Substitute methods of resolving conflict (dispute), in a fashion different from the traditional courts of law and other administrative agency forums typically used in conflict resolution. Usually, in a more cost effective and time efficient manner.
“PREVENTION” AS ADR TACTIC

• Traditional ADR Methods vs. Prevention

• Proactive Prevention Education is and will always be the most cost effective and efficient tool for resolving conflict
NATURE OF ORGANIZATIONAL CONFLICT

• **What is Conflict** – any situation in which incompatible goals, attitudes, emotions, or behaviors lead to disagreement or opposition for two or more parties

• **Functional Conflict** – a healthy, constructive disagreement between two or more people

• **Dysfunctional Conflict** – an unhealthy, destructive disagreement between two or more people
## Consequences of Conflict

### Functional Consequences
- Leads to new ideas
- Stimulates creativity
- Motivates change
- Promotes organizational vitality
- Helps individuals and groups establish identities
- Serves as a safety valve to indicate problems

### Dysfunctional Consequences
- Diverts energy from work
- Threatens psychological well-being
- Wastes resources
- Creates a negative climate
- Breaks down group cohesion
- Can increase hostility and aggressive behaviors
DIAGNOSING CONFLICT

• Are the parties approaching the conflict from a hostile standpoint?

• Is the outcome likely to be a negative one for the organization?

• Do the potential losses of the parties exceed any potential gain?

• Is energy being diverted from goal accomplishment?

YES = DYSFUNTIONAL
THERE IS **GOOD NEWS**

Reactive ➔ Proactive
TRUTH TO REMEMBER.....

“Rules without relationship equals rebellion”
- Josh McDowell
BUILDING STRONG TEAMS

Successful Leaders
BUILD A TEAM

Successful Teams
BUILD THE VISION
IF IT DON’T FIT….THAT AIN’T IT

• Write and live a personal vision/mission statement
• Know your focus
• Your IN….is not END
• Advertise your goals to yourself
• S.A.M.
  • Solve Problems
  • Add Value
  • Meet Needs
• Prepare your department from inside out
• Structure
• Systems
• Strategy
• Staff
• Leaders who are involved will invest
• Train for your absence, apart, aside and away
INSPIRE THE VISION
SET A FERTILE ATMOSPHERE

Build Your DREAM TEAM
BUILDING YOUR DREAM TEAM

• The 6 Most important words: *I ADMIT THAT I WAS WRONG.*

• The 5 most important words: *YOU DID A GREAT JOB!*

• The 4 most important words: *WHAT DO YOU THINK?*

• The 3 most important words: *COULD YOU PLEASE....?*

• The 2 most important words: *THANK YOU!*

• The most important word: *WE*

• The least important word: *I*
ATTITUDE REFLECTS LEADERSHIP
YOU GROW YOUR TEAM

Team Building Activity

• Create Groups and assign job settings

• List potential areas of conflict that may arise during slow periods or downtime in the workplace

• List potential areas of conflict that may arise during high stress situations
NUTS AND BOLTS

• There is no “TEAM” without lots of motivation

• Learn to **Learn** your team

• With every opportunity, invest in training your team. Self-confidence, is a HUGE factor in the avoidance of conflict.

• Always remember, you are there to manage…
NUTS AND BOLTS

• Conflict is constant in our society

• We face conflict daily
  • Personal or Professional

• While conflict can be destructive, it can also provide an opportunity for growth and creativity
CONFLICT

• Conflict exist when there is a difference (actual or perceived) between two or more persons and when that difference is characterized by:
  
  • Emotional Tension

  • Mistrust

  • Poor Communication

  • Poorly Defined Goals

  • W. Edwards Deming, known as the Father of the Quality Evolution, said: “it’s impossible to predict the long-term consequences of poor quality.” The same can be said of unresolved conflict.
FORMS OF CONFLICT

Organizational Conflict

• Interorganizational Conflict
  • Conflict occurs between two or more organizations

• Intergroup Conflict
  • Conflict occurs between groups or teams within the organization

• Intragroup Conflict
  • Conflict occurs within the group or team
Three General Forms of Conflict

- Deliberate and Malicious
- Unconscious and Subconscious
- When enabled by those who stand by and DO NOTHING
STEP UP TO THE PLATE
DO SOMETHING

Courageous Leadership

“The world will not be destroyed by those who do evil, but by those who watch them without doing anything.”

–Albert Einstein

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COMMUNICATION IS KEY

UNCLEAR RULES CREATE CHAOS
JURISDICTIONAL AMBIGUITY

“First You say clean the hoses... then you say wrap them. That’s always been the rookies job... So why are you sweatin me?”

- Jurisdictional Ambiguity - the presence of unclear lines of responsibility with an organization
RESOURCE MATERIAL

- https://www.entrepreneur.com/article/207196
- https://www.mediate.com/articles/McGuireS1.cfm
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