

Conflict Resolution SERVICES



Unresolved employee conflicts can disrupt your work environment, erode staff morale and cripple productivity. If your teams are at a standstill—unable to communicate, cooperate, or find common ground—it's time for a focused intervention with CEA's Conflict Resolution Services.

Our subject matter experts are trained in identifying root causes of workplace conflict, effective communication strategies, and corrective action to get your organization get back on track.

How CEA's Conflict Resolution Services Work

The goal of conflict resolution is to provide the employer and involved parties with a tangible action plan to rebuild effective communication and cooperation on your team. While some workplace disputes can't be fixed overnight, our goal is to identify the underlying issues and give parties concrete steps to begin repairing work relationships.



CEA's 6 Steps for **CONFLICT RESOLUTION**

Step 1: Company Goal Setting

CEA's HR Advisor will meet with the Company representative to establish background details, schedule employee meetings, and set goals for conflict resolution.

Step 2: Employee Introductions

After the initial meeting with the Company representative, CEA's HR Advisor will meet separately with each party for introductions, explain the conflict resolution process, the company's goals, and address any concerns.

Step 3: Information Gathering

CEA's HR Advisor will dive deeper into the parties' issues, by interviewing each employee separately.

Step 4: Identification of the Problem(s)

CEA's HR Advisor will follow up with parties as needed for more information and begin to isolate the issues. CEA will explore potential solutions and areas for compromise.

Step 5: Employee Buy-In

If appropriate, CEA's HR Advisor will meet together with the parties to discuss opportunities for resolution, and get feedback. If CEA's Advisor determines it will not be productive for the parties to meet, then the Advisor will go back and forth between the parties separately, and propose ideas for mutual agreement. The Company representative should be present to observe and weigh in on this process.

The goal is to come up with an agreement on how the issues as presented will be resolved moving forward. If a resolution is reached between the parties, it will be presented in writing to be signed/acknowledged.

Step 6: Develop an Action Plan

After obtaining employee buy in, CEA's HR Advisor will meet alone with the Company representative to present any other options and ideas for resolution. For example, it may be appropriate for one or more parties to receive coaching in a specific area, receive customized training, or develop a check-in process with supervisors.

Process & Pricing:

**CEA's Conflict Resolution process is typically six steps.
The goal is to develop an action plan in collaboration with your employees.**

CEA Members: A minimum non-refundable deposit of \$2,500* is required and will be applied toward the first 10 hours of work. If additional time is needed, those hours will be billed at \$250/hour*.

Non-members: A minimum non-refundable deposit of \$3,250* is required and will be applied toward the first 10 hours of work. If additional time is needed, those hours will be billed at \$325/hour*.

**We can provide this service over zoom or onsite at your location. Additional travel fee of \$499 per day for onsite services.*

Contact us today to get started!