

A close-up photograph of a vibrant green leaf, likely from a grass or similar plant, covered in numerous clear water droplets. The droplets are of various sizes and are scattered across the surface of the leaf, which shows distinct parallel veins. The background is a soft, out-of-focus green, suggesting a natural outdoor setting.

in equilibrium

Call us free: 0800 622 6932

Consultancy details

Conflict at Work

Question: How much time is wasted in your organisation through unnecessary conflict?

Answer: Time that should be used to help weather the current economic downturn!

In Equilibrium's one-to-one coaching, mediation, focus group facilitation and in-house training courses help to resolve conflict between individuals or teams in the workplace. We have experience in resolving conflict at all levels within many different types of organisations and situations.

Often the intervention of a neutral outsider can be more effective than the efforts of someone who is known to the individuals involved. Unfortunately attempts to resolve such issues internally can make matters worse and delay much needed resolution.

Typical examples are:

- Two senior executives who simply can't get on
- Two administration teams forced to work together because of a recent merger between their companies
- A manager who is unaware of how intimidating his management style can be

Organisational conflict comes in many forms, from 'personality clashes' between a manager and staff, to disputes between teams, departments, branches and staff and service users/customers. Whatever the form, the outcome can be devastating both for the people concerned and equally for the organisation's performance and reputation.

Some conflict in organisations is helpful - a sign of differing ideas and creativity. At In Equilibrium we are concerned about the type of conflict that is counterproductive, that leaves people maybe angry or ashamed, unable or unwilling to engage with their work with enthusiasm, reluctant to solve problems and, sometimes, get out of bed in the morning.

Common Symptoms of Conflict

- People don't share information
- People 'put each other down' in meetings
- The day's great so long as your colleague or the boss doesn't come in!
- People don't speak up
- People feel anxious on their way to work
- There may be raised voices and tears
- Emotions are running high
- People complain behind each other's backs
- Service users and customers complain

Our Approach

Our approach promotes the positive aspects of conflict. On many occasions the reason for conflict is a desire on both sides to find a solution to the problem. Conflict may be an indication that people really care about what is going on, but their way of showing this is inappropriate to the situation. If those involved understand this, it is a major first step towards eventual resolution.

Our consultants have extensive experience in resolving conflict within differing environments and organisations.

This includes:

- Coaching senior managers of a large corporation in the capacity to build better relationships with staff and peers. This has resulted in a significant shift in their relationships with their fellow board members - leading to greater listening, trust and decision making
- Ten years consultancy in acute, community and mental health parts of the UK National Health Service
- Designing and implemented an anger management course for the Home Office to be run in young offender institutions that won an award as the most innovative anger management course by the British Psychological Society
- Mediating in a variety of settings, including; between individual managers, between managers and staff and among whole teams in London and East Sussex
- Training staff from local NGOs and UN agencies in Lebanon, Jordan and Syria in using non-violent communication based approaches in their work with Iraqi refugees
- Developing proprietary troubleshooting methods assisting management in the understanding of personality clashes, managing difficult behaviours, and creating an exemplary working model for change

If you have a situation which would benefit from our experience please call us, we would be happy to discuss possible options for you to consider.

Contact Details

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