

## Dispute System Design

Is this for me?

Does your group, agency, department or business experience:

- Absenteeism
- Excessive sick days
- Lower productivity
- Low morale
- Excessive turnover
- Unnecessary legal fees

Does your group, agency department or business:

- Have a conflict or is it "recovering" from one
- Need to explore a more conscious approach to managing conflict

Next Step

Contact us for a free consultation

Resources

Contact us to request your FREE copy of MFR's "Property Owner's Guide to Dispute Systems" that has useful advice for any organization

Getting Back To Work

Dispute System Design is a way for organizations to improve how they manage and resolve the disputes that are a normal part of any organization. MFR works with your organization to develop or enhance procedures that can prevent or manage conflict in a way that minimizes cost and disruption and allows you to get back to work.

We help you manage conflict with the people who are crucial to your success:

- Between employees - Among departments
- With customers, vendors and other organizations

Dispute System Design helps you to:

- Understand the culture of your organization, and get a real sense of how you currently handle disagreements
- Learn the types of situations, behaviors and other factors that tend to cause conflict in your group
- Involve your team in designing guidelines and procedures that are cost-effective and workable in your specific organization
- Save time, money and energy and maintain productivity
- Reduce the risk of violence in the workplace by decreasing the frequency of arguments, conflicts and harmful behavior
- Increase productivity, improve morale and reduce stress

How much are you paying for conflict?

Paying a high cost for conflict is often a reality in our fast-paced and highly interactive world. But smart organizations are discovering that they cannot afford the luxury of leaving the management of conflict to chance or to ad hoc methods. We know that conflicts are more likely to escalate until there is a plan to control the costs of conflict and to handle the inevitable "bumps" that happen when people work together.

Creating or improving systems for resolving conflict is one important way that an organization can avoid nasty surprises, save money and create a workplace that deals with problems in a healthy way.

MFR partners with you to:

- Assess what causes problems and how well you currently manage them
- Examine the systems or procedures that are most likely to work for you
- Choose the best systems and design a way to implement them
- Train people to use and deliver the new system

- Promote the new system so that it becomes accepted, used, and trusted
- - Create ways to maintain the system and regularly assess its effectiveness

Cost:

See Dispute System Design section at Professional Fees