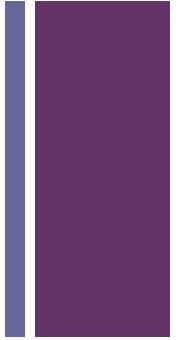




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Potential Costs of Business Disputes



- Litigation expenses
- Disruption of business operations
- Embarrassment and reputational damages
- Potential adverse impacts on business relationships with third parties
- Encouragement of other claims



Elements of Conflict Competence

- Understanding the causes of conflict
- Avoiding problematic situations
- Early recognition and evaluation of incipient disputes
- Effective problem solving and negotiation skills
- Informed use of conflict resolution resources



Conflicts Arise in Important Business Relationships



- Business partnerships
- Vendors and suppliers
- Employees and consultants

+ Causes of Conflict



- Selecting the wrong partner/vendor/employee
- Unclear, incomplete or unfair agreements
- Failing to monitor and manage everyone's performance
- Ignoring warning signs

+ Responding Constructively to Potential Conflict

- Avoid the “fight or flight” response
- Focus on the problem not the person
- Keep an open heart and mind
- Investigate and ask questions
- Listen carefully
- Confirm your understanding of the other side’s responses



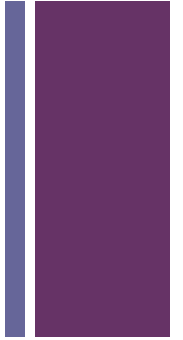
+ Negotiating a Resolution



- Take responsibility
- Shift the focus from positions to interests
- Brainstorm solutions
- Communicate respectfully
- Document the resolution



Use Appropriate Conflict Resolution Mechanisms



- Escalation
- Assisted negotiation
- Mediation
- Fact-finding
- Neutral evaluation
- Arbitration

+ Conduct a Post-Mortem



- Are changes in company documents or processes necessary to avoid future conflicts?
- Did the company respond promptly and fairly in this instance?
- Were employees equipped with the information and tools to handle the conflict?
- What else can be learned from this situation?

+ ANY FINAL QUESTIONS?

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