Conflict Resolution

Conflict creates problems, and simply addressing the situation in the context of work performance will not usually bring about the optimal resolution.

Whether it be conflict between two peers, a supervisor and direct report or even two departments with vastly different cultures, we encourage our clients to take advantage of the opportunities for workplace resolution and healing in order for the employees and the organization to achieve peak performance moving forward.

**Costs of Conflict:**

- Lost Productivity
- Employee Turnover
- Grievances/Complaints
- Lawsuits
- Absenteeism
- Low morale
- Strained Relationships
- Drama/Taking Sides
- Poor Communication/Rumors
- Frustration/Betrayal

Providing employees a path forward can be done through training, coaching, mediation or other intervention. Without relevant solutions, the costs of conflict seep into your work environment. Conflict resolution services demonstrate an organization’s commitment to its employees and satisfies the employer mandate of taking all reasonable steps.

**MRG Conflict Resolution Interventions (training, coaching, mediation, process analysis and workplace culture assessment) can:**

- Lower retaliation claims
- Help identify poor procedures and policies
- Improve communication
- Bolster the organization’s commitment to employees
- Offer more complete resolution

We recognize that every situation is unique and offer customized solutions for your needs. We would be happy to talk with you about solutions your organization could benefit from.

**Solutions-MRG.com • 866-774-3222**

- Bay Area
- Sacramento
- Los Angeles

**MRG Conflict Resolution Services include:**

- Communication Training
- Coaching
- Process Analysis
- Mediation
- Workplace Culture Assessment

**Our Keystone Program: Building a High-Trust Workplace**

We all know a respectful, high-trust workplace when we see it. We all want to work in one. But how do we build this into our daily efforts to make it a reality? A high-trust workplace does not just happen. It is cultivated by the desire and commitment of every team member to extend trust and act in a trustworthy way.

During MRG’s highly reviewed training, participants look at the communication patterns that lead to disrespect and loss of trust. Participants practice simple tools to pro-actively engage in respectful dialogue that supports respect, inclusion, well-being, engagement and team performance.

**MRG offers this class in person, online or in hybrid formats.**
“This was hands down the best internal training I have had as a county employee to date, and if leveraged properly, could actually have an impact on our culture (micro/macro, internal & external).”

- Building a High Trust Workplace participant

MRG’s Custom Conflict Resolution Services

MRG is dedicated to delivering solutions that work for its clients. We provide customized programs by working with our clients to assess the culture and needs of the organization to create a plan that delivers change efficiently and effectively.