



Workplace Communication, Inc.

## **CASE STUDY**

### **Not-for-Profit Organization - Typical client results**

#### **The Challenge**

A call came from a manager facing a meeting with two employees whose working relationship was nonexistent. Over time unresolved conflict had eroded the relationship to the point that they now refused to speak to one another. Although both employees did their jobs well, this disagreement was having a very negative impact on work getting accomplished. The manager hated dealing with conflict, but was at the point she considered now whether she should fire both of them or move them to other jobs.

#### **Our Approach**

As consultants we needed to help the upper management develop a plan to deal with the conflict in a manner that met the needs of the workplace as well as retain these long-term employees. We would

- Coach the supervisor in mediation skills to confront the issues.
- Educate all members of the organization regarding job responsibilities and cross-training on job functions.
- Training for the supervisor to understand how to constructively confront aggressive behavior, before it grew to this magnitude.
- Develop a follow-up protocol to make sure the behavior has been eradicated and they are working together again.
- Set up a process whereby employees can confront conflicts in the early stages
- Create opportunities for employees to deal with stress in a constructive manner

#### **Outcomes**

- Conflict was totally resolved
- Increased productivity
- Decreased interpersonal threats
- Improved communication
- Improved workplace environment
- Supervisor reported feeling much more confident handling conflict

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