

CORPORATE CONFLICT/MEDIATION PROCESS REVIEW

Rick Baron

Human Resources

Analysis

- ▣ Review of current Policy/Procedure.
- ▣ Process Mapping of Current Process.
- ▣ Employee/Management Survey of Current Systems.
- ▣ Review of individual case outcomes.
- ▣ Research of best practices.
- ▣ Compilation of information/report.

Review Current Policy and Process Mapping

- ▣ Identify and review current policy and process.
- ▣ Observe/note any obstructions.
- ▣ Map the process visually through process mapping software.

Employee/Management Survey

- ▣ A confidential survey will be created and submitted to those who have gone through corporate's Conflict/Mediation Process.
- ▣ The survey will be presented to members of employee and management groups.
- ▣ The data will be compiled and analyzed for any ongoing issues.

Individual Case Outcomes

- ▣ Review of all cases within a three-year period.
- ▣ Determine if consistent treatment is being applied.
- ▣ Identify any inequities or lack of compliance to current policies.

Best Practices Research

- ▣ Research to establish best practices in organization conflict resolution.
- ▣ Compare the research to our current policy and procedure.

Report

- ▣ Upon completion of all research return to the Executive Committee the following:
 - Report on effectiveness of current policy/procedure.
 - Introduce a proposed “to be” process.
 - Provide a Gap Analysis of current and “to be” procedure.
 - Provide a proposed implementation time table.

Questions?

- ▣ Thanks for your consideration.