It's good to talk…developing effective informal conflict resolution

AGENDA

- Welcome and introduction

- Barriers and challenges to informal conflict resolution

- Provocations

- Five key steps to informal resolution

- Discussion

- Summary and round-up

Barriers to informal resolution

- Managers tend to either avoid conflict or seek 'safety' of procedure

- Managers lack conflict confidence and support

- Absence/erosion of employee representation and voice

- HR focus on legal and procedural compliance

- Increasingly remote HR

- The nature of procedure

- Organisational commitment

Informal resolution – five provocations

- Ditch the obsession with 'leadership' and learn to love management

- Rip up your grievance procedure

- Abolish employment law updates

- Make mediation training compulsory for HR practitioners

- Embrace trade unions and increase facility time

Five steps to more informal resolution

- Emphasise core interpersonal skills in recruitment, development and reward

- Prioritise informal resolution processes – reframe the role of procedure

- Record, measure and monetise informal resolution

- Actively support and invest in structures of representation

- Develop high level conflict resolution competence within the HR function