



Workplace Fairness  
Conflict Management Systems

# Workplace Restorations in Conflict Situations

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Workplace Fairness Starts with the Conversation.

# Goals

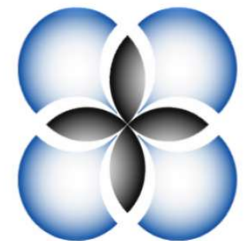


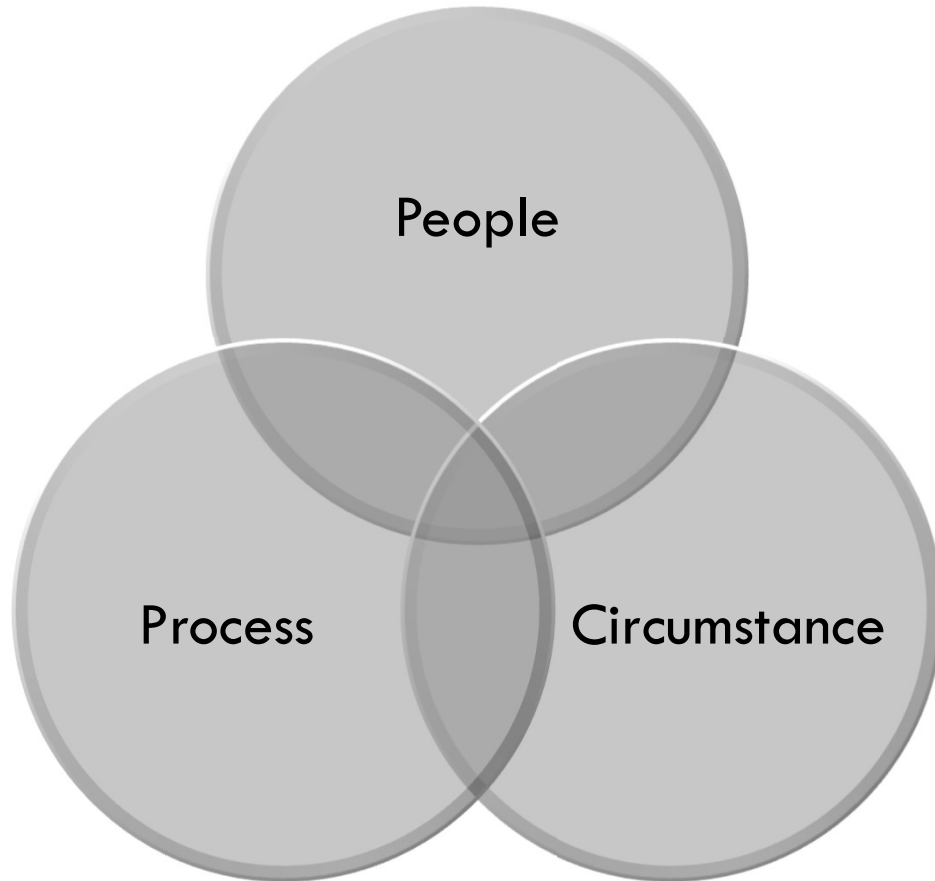
- Why Organizational Restoration?
- Learn the Five Phases of the Workplace Fairness Restoration Model
- Examine a Case Study



## Why do a Restoration?

# Organizational Restoration





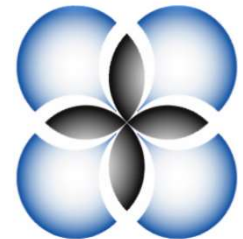
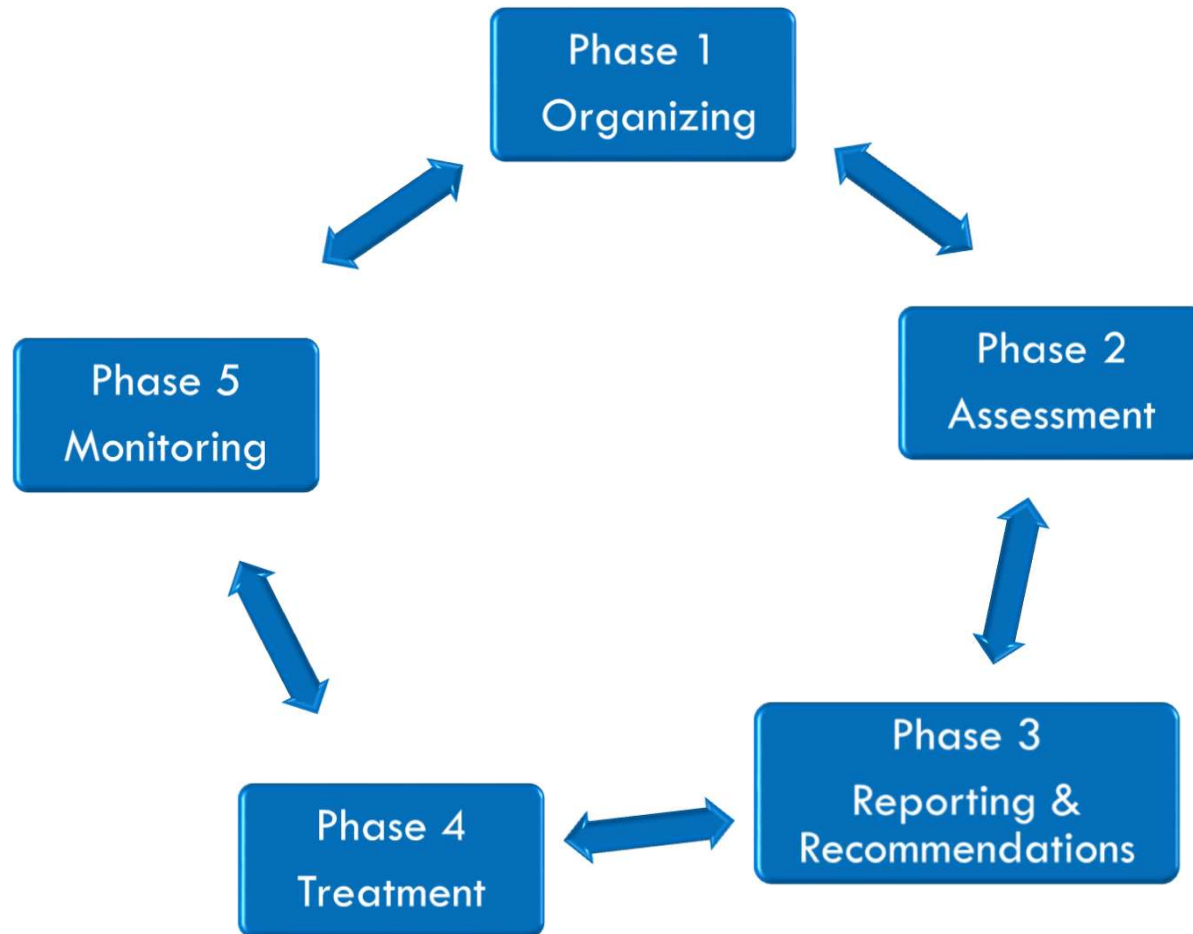
**TRUST**

# MEDIATOR APPROACHES



- APPROACHES:**
- TFN
  - TDN
  - TFE
  - TDE
  - SFN
  - SDN
  - SFE
  - SDE

# WFI Workplace Restoration Model

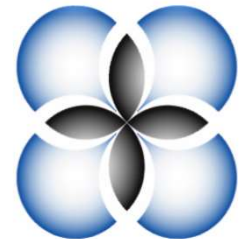


# Phase 1: Organizing

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Meeting with the organizational leadership team to explore issues, identify participants and schedule the process

1. Negotiating relationship
2. Negotiating ethical issues
3. Educating client
4. Developing and signing contract





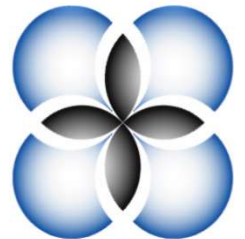
# Phase 2 - Assessment

## Purpose:

- ▣ Flesh out the issues.
- ▣ Begin the communication process.
- ▣ Identify the appropriate interventions.

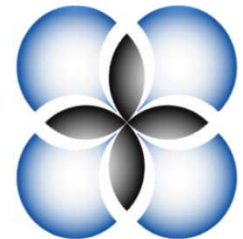
## Process:

- ▣ Facilitator interviews all the parties involved and uses these interviews to diagnose the issues and prescribe a treatment plan.



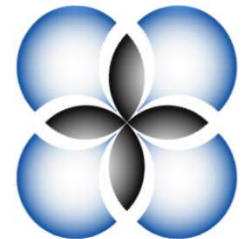
## 2. Assessment Interview Process

- Purposes
  - ▣ To understand culture of organization
  - ▣ To understand nature of specific conflicts
  - ▣ To build trust in the process
  - ▣ To engage participant to support the process
  - ▣ To seek clues about appropriate interventions
  - ▣ To help participants better understand conflict and their respective roles in it
  - ▣ To provide conflict coaching where necessary
  - ▣ To build capacity



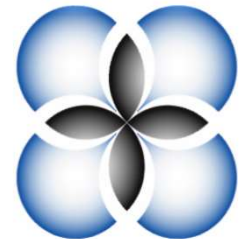
# Phase 3 - Assessment Reporting and Recommendations

- Facilitator meets with organizational leadership to develop a treatment plan that is specifically designed to manage the issues identified.
- The leadership works with the Facilitator to consider and agree upon this plan and an implementation strategy.
- Facilitator encourages team approach to interventions



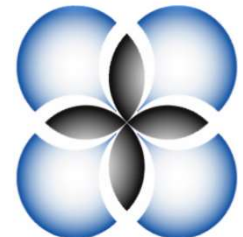
# Phase 4 - Treatment:

- ▣ Combination of potential interventions
- ▣ One-to-one basis
- ▣ Then small interpersonal interventions
- ▣ Finally culminate in group activities
- ▣ Ongoing progress reports to the organizational leadership.



# 4. Typical Treatment Options

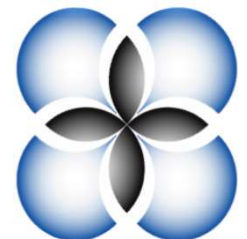
- Individual Conflict Management Coaching
- Interpersonal Mediation
- Group Facilitation
- Leadership and Structural Consulting
- Restorative Practices - Circle



# 4. Training as an Intervention

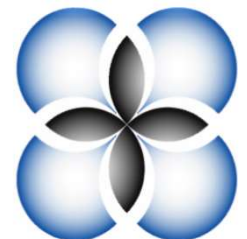
## Training Topics:

1. How to have a difficult conversation
2. How to deal with difficult behaviours
3. How to negotiate using consensus building techniques rather than adversarial techniques
4. Organizational leadership skills
5. Managerial mediation skills
6. Conflict Sensitivity Training
7. Diversity Training



# 4. Investigation as an Intervention

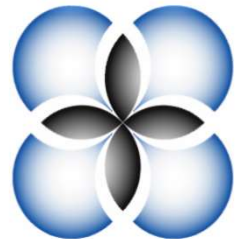
- ❑ Facilitator may recommend this at outset after conferring with the client
- ❑ Facilitator may act only as either Investigator or Facilitator but not both.
- ❑ Fact-finding and fault-finding should be separate from the process of Restoration.



# Phase 5 - Monitoring:

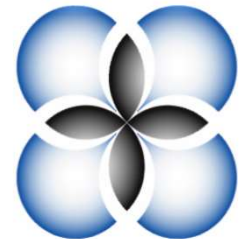
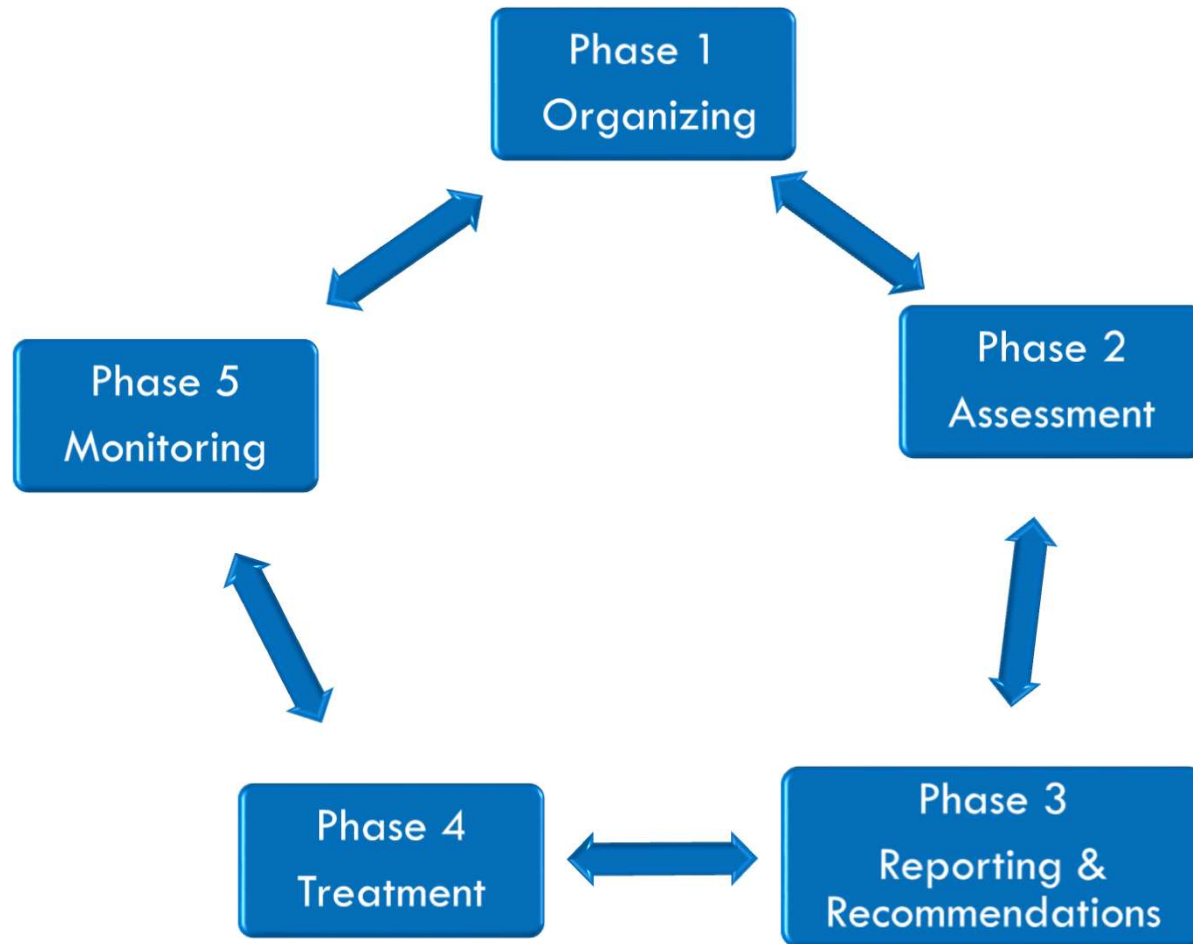
After the initial treatment phase is complete:

- ▣ Meet frequently for a defined period to discuss progress and to review results.
- ▣ May require further treatment.
- ▣ Declining levels of frequency as the restoration becomes more complete.





# WFI Workplace Restoration Model





## Case Study – Constructing Chaos

What do you need to keep in mind when undertaking the 5 phases?

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THANK YOU.

Blaine Donais and the Workplace Fairness Institute are committed to working with you to improve communication, collaboration and fairness and equity in the treatment of workplace conflicts.

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