

Workplace Group Conflict Intervention
Examples of
Practitioner / Consultant's Work

1. Clarifying expectations of Supervisors with higher-level and "local" managers
2. Coaching Supervisors
 - perceptions of group
 - aligning with "Expectations of Supervisors"
 - developing performance and leadership Action Plans and Commitment for Personal Change
3. One-on-one Skills Building with individuals (as preliminary to conflict resolution)
4. Facilitating conflict resolutions
 - among pairs
 - within subgroups
5. Facilitating Group process (see Conference Materials for elaboration)

Session of Leader Development

- Progress Overview
- Agenda
 - This Leader Session
 - Crewmember Session
- Ground Rules
- Items
 - Assistant Supervisor Joe's strengths
 - Leadership development opportunities: framed upon "Expectations for Supervisors"
- Group Facilitation - Betsy
 - Addressing Leader Development
 - Recruitment process for Maintenance Position

Session of Crewmembers' Behaviors

- Introduction
 - Agenda revisited
 - Ground Rules reminder
 - Two Sessions
- Facilitation (Betsy)
 - Whole Group: Ideal Workplace Vision
 - Small Group (trios): **Crewmembers' Behaviors**
- Individual Work
 - Acknowledgement
 - Commitment

Empowerment: managers leading, supervisors enhancing performance, employees working together

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