

Herreid & Associates Consulting
Susan Herreid Ph.D CEAP
Organization Development Consultant

A phased approach to Coaching and Conflict Resolution

Phase 1:

Resolution and Planning Session

Conduct individual interviews with each of the resolution participants to hear their perspective regarding the workplace relationship and professional interactions with the other party or parties. The interview discussions may also include other issues that have impacted their communication, collaboration, professional trust, etc.

A joint resolution session is facilitated by the Consultant to discuss the identified issues and action items that will help to bring about resolution and promote a more proactive working relationship going forward. Specific work steps in this resolution process include the following:

- Schedule planning discussion with the identified stakeholder(s) to discuss the conflict resolution process and services requested
- Conduct individual interviews with the resolution participants
- Identify themes and discussion topics and plan for resolution session
- Facilitate a resolution session
- Compile notes and identify action items that will be summarized in a resolution document
- Present the summary to the resolution participants for their review and to ensure an accurate reflection of their conversation and outcomes
- Share the resolution summary with the identified stakeholder(s) as appropriate for onsite support and accountability

Phase 2:

Follow Up Resolution Session

A follow-up session is recommended within 3 - 6 weeks to discuss the participant's efforts following the initial resolution conversation. The follow-up allows the participants to identify successes as well as any other issues that may have come up since their initial conversation. The follow-up also provides the opportunity to discuss both parties ongoing efforts, additional strategies and/or skill development needs as well as any other resources that might be beneficial.

Additional Services (As Requested)

After conflict resolution process there may be other issues that are recommended which may include one or more of the following:

- Staff or team development/training
- Leadership coaching and consultation
- Employee professional development session(s)
- Work sessions with management personnel
- Change management
- Customized trainings
- Performance management development and implementation

Phase 3:

Work with management personnel/stakeholders to:

- Identify future needs and or strategic intent
- Define ongoing objectives
- Provide documentation of consultation results

Fees for Consultation Services:

Direct services are billed at \$250.00 per hour

Training material, document preparation and planning services are billed at \$100.00 per hour

Travel time billed at \$75.00 per hour

Susan J. Herreid Ph.D., CEAP:

Dr. Susan Herreid has established a successful record working with leaders, employees and workgroups in both public and private sector organizations over the past 21 years. Dr. Herreid has also managed and implemented employee assistance programs. She consulted in the development of a national EAP program helping to structure, develop and implement processes and procedures, as well as creating both national and international provider networks.

Dr. Herreid is a trained executive coach and certified as an Employee Assistance Professional (CEAP). She is also a critical incident stress management (CISM) facilitator and is registered as a qualified neutral, working specifically in employee dispute resolution and workplace mediation.

Contact information:

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* Website currently under construction