

Benefits of Mediation and Constructive Conflict Resolution

Conflict is inevitable. Daily we encounter individuals or organizations who choose to defend their position, rather than look for collaborative and cooperative resolutions. Professional conflict resolvers, mediators, help them find the following benefits.

1. Discuss and Resolve Real Issues

- a. Conflict is often defined in terms of what I need to solve the problem, from my perspective.
- b. Mediation, facilitation and constructive conflict resolution gives you the opportunity to explore real issues, away from the emotion and fear of destructive conflict. You're given the opportunity to develop creative and collaborative options, resulting in long-term and complete resolutions.

2. Personal Responsibility for Solutions

- a. It is your conflict. Who better than anyone else to take responsibility for resolving the conflict in a way that is acceptable to you.
- b. When individuals involved in the conflict work together toward shared solutions, they exchange information and come to collaborative resolution. They make it work.
- c. They move from "helplessness" and "someone-else-fix-it" to personal responsibility.
- d. Personal responsibility = Personal satisfaction and long-term resolutions.

3. Self Determination

- a. Become personally involved in developing resolutions,
- b. Search for common interests,
- c. Negotiate an acceptable agreement, and
- d. Strengthen relationships.
- e. All in a safe, process managed, informal, and confidential manner.

4. Time & Cost Efficient

- a. Mediation and conflict resolution saves resources – time, money, personnel, and much more. Traditional, adversarial processes involve letters, phone calls, visits, meetings, court – all in an effort to buttress our "position", to get our way.
- b. We forget the additional "soft costs"; the emotional cost, relational costs, costs to morale, our quality of life, reputations, etc.

5. Criteria

- a. Will the parties benefit from sitting down and talking face to face?
- b. Will the parties be able to create the best solution? Are these the best people to be involved in coming to a collaborative resolution?
- c. Will the parties have an ongoing relationship, even if they would rather not?
- d. Is a long-term solution important?