

Resolving complex people problems and conflicts at work



We all encounter challenges with relationships at work at some stage of our careers...

It could be with a colleague, a supervisor or maybe even a client. Often people have the desire to work through these situations, but not the confidence. Avoidance can be a common approach, one that fails when issues finally flair-up into a more serious dispute.

The costs of not dealing with conflict or problem behaviours effectively can be catastrophic leading to: lost productivity, extended sick leave, compensation claims, legal action, key employees leaving to find work elsewhere and a toxic workplace culture.

Here are the ways we can help...

Root cause analysis & culture audits

When a problem arises a natural tendency is to jump in and try and treat the symptoms. This may be useful in the short term, but can ignore the deeper causes underpinning the situation. If you only fix the symptoms, the underlying problem will almost certainly not be addressed.

If it's an internal problem, a common approach is to just refer the matter to your Employee Assistance Provider (EAP). In doing so you lose key information and data about what is really going on as such services are always confidential.

We work with organisations and leaders to identify, unpack and create lasting solutions to complex people and culture issues through tools like root cause analysis, culture audits and psycho-social assessments.

Facilitation

Bringing people together to broker constructive debate or to deal with emotionally charged issues doesn't always work via email.

When faced with complex stakeholder engagement we can help you design and deliver robust and respectful processes that meet the challenges you face (from getting teams functioning more harmoniously to transforming workplace culture).

Return to work cases

When someone has been off work for a long period of time due to an injury, sick leave or other absence, it can be difficult for them to successfully return to work.

Apart from the individual who has been away, there may be others in the workgroup that need to be involved in ensuring a successful return to work.

We have extensive experience and can help your return to work coordinators through the difficult issues that often relate to complex return to work cases.

Mediation & conflict coaching

We provide confidential, structured, mediation processes, enabling parties to discuss and devise their own solutions to workplace and related disagreements.

We can also coach managers, giving them the confidence to have difficult conversations and help them better understand their own unconscious responses to conflict.

Investigations & preliminary assessments

Occasionally people engage in behaviours at work that breach standards of decency or even break laws.

Rules of procedural fairness dictate that those making decisions regarding disciplinary action shouldn't be also investigating and making findings of fact.

We have the experience and sensitivity to help you impartially examine behaviours at work including:

- reviewing policies and procedures,
- conducting assessments into workplace practices, and
- formal workplace investigations.

Contact us today for a confidential consultation

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