



Carene Davis-Stitt, Ph.D.

Carene Davis-Stitt is a social psychologist. She designs and delivers many of DeltaNet's services, including our workplace mediation services. She helps businesses harness the powerful influences people exert on each other to improve innovation, quality, and productivity.

Social Psychology is the scientific discipline that attempts to understand and explain how the thoughts, feelings, and behavior of individuals are influenced by the actual, imagined, or implied presence of others.

Gordon Allport

participation of the stakeholders, developing more effective conflict management systems as a consequence.

Either of the two methods will reduce the time and money lost due to unresolved conflict. Together, they deliver a powerful synergistic effect. Employees learn to use conflict to maximize creativity, productivity, and competitiveness.

WORKPLACE MEDIATION

- Mediation resolves costly conflict, converting the related losses to gains
- A professional mediator can help people in your organization resolve even well-developed disputes
- Mediation is a must when strongly held opposing views are defended by people your organization
- People working together are more productive than people in conflict

CONFLICT MANAGEMENT TRAINING

- Learn how to get the benefits created by conflict and its resolution
- Learn to confront and resolve conflict as it arises
- Overcome the natural tendency to avoid conflict
- Learn how to stimulate and resolve conflict as a competitive strategy
- Develop a more interactive, interdependent workforce
- Compete with the real competitors, not with each other

APPLICATIONS

• Resolve Well-Developed Disputes

Parties in dispute seldom resolve their differences on their own. The parties typically focus more on strengthening their differences than on finding common ground.

Your organization's top priority should be to use professional mediation to resolve the well-developed, major disputes in your organization. You cannot afford to ignore them, allowing their costs to the organization to continue to escalate. A power-based decision in favor of one party or the other creates losers—not good for business.

Professional mediation leads the parties in dispute to a better outcome than either party could create alone, it does not create losers, and the commitment to the outcome is strong—the parties formerly in dispute created it!

• Conflict Management Training

On the other end of the continuum is resolving small disputes as they arise, preventing them from developing into major disputes. Most people can easily learn the necessary skills and processes. This gives your company three significant benefits:

- Prevent the losses caused by escalating conflict
- Get better business outcomes from the small disputes
- Create a culture that values conflict because it's good for business

Our training programs are delivered as interactive workshops that deliver all three benefits above. Each workshop is tailored to the specific, current needs of the client, considering such things as current skills and processes, current levels of conflict and cooperation, and the kinds of conflict and cooperation needed to enhance business success.

Workplace Mediation Services

Conflict In The Workplace

First, let us be clear about one thing. We do not advocate the elimination of conflict in the workplace. We encourage it! Conflict itself does not drive up the cost of business operations or lead to negative behaviors. Conflict resolved effectively and promptly is a major contributor to innovation, quality, and productivity.

Ignoring conflict or failing to resolve it effectively is what leads to the problems. The expenses do not appear in the financial reports. Most of the negative behaviors are invisible. If violence is an outcome, it is almost always a complete surprise.

Ignoring conflict is easy to recognize, but more difficult to fix. Ignoring conflict is normal behavior

for many people, whether in or out of the workplace. It's just too distasteful for many people to deal with it.

We frequently see two classic examples of failures to resolve conflict: Let them fight it out, and let the boss decide.

Fighting it out is extremely costly. You are paying two people or two parts of your organization to disagree with each other. Beyond the cost of that effort, angry people do dumb things. They will sabotage each other to gain an advantage, the quality of their "real" work will suffer, and they will both be far less productive than they would be without the conflict. The best possible out-

come is one of them wins—and one of them loses. That makes no sense.

Letting the boss decide normally comes after a long span of time fighting it out. The boss will favor one argument, or arguer, over the other. Again there is a loser.

DeltaNet delivers two distinct services to help clients resolve conflict effectively: Professional Mediation Services and Conflict Management Training. Professional Mediation helps people in your organization resolve major, well-developed conflicts. Conflict Management Training helps people develop the skills and processes to resolve conflicts as they emerge.

Mediation Services

As a professional mediator, Carene Davis-Stitt guides people through proven processes to find common ground. The parties in conflict begin by discovering that some of their positions are important to both parties. They go on to combine more of their self-interests to further increase the value in the common ground. Eventually they see enough in common to want to build real agreement. Their important self-interests remain intact,

but both see a higher value in their agreement.

As a social psychologist, Dr. Davis-Stitt understands group dynamics, influence, schemas, cognitive dissonance, and other fundamental elements of human behavior. Skillful use of this knowledge can help prepare the new allies to sell their agreements to those who will help execute them. Think of it as rallying people around a cause—a cause they have created themselves.

An agreement created through professional mediation normally has more value to the organization than either of the two original conflicting positions. Not only that, the sense of commitment is usually very high, even among those who would have been losers had the parties fought it out or had the boss decided for one or the other original position. Best of all, people begin to see conflict is not a bad thing.

Conflict Management Training

Our Conflict Management Workshops are created by combining and designing training modules. By combining some of the existing modules and designing a few new ones, we can increase the skill level and improve the conflict management

processes of people at all levels of experience.

The aim of our training is not to produce certified mediators, but to enable people throughout the workplace to value, recognize and resolve conflicts as they emerge.

Not allowing most conflicts to mature saves money, and it improves innovation, quality, and productivity. People who are confident they can help resolve most conflicts in real time do not fear or ignore conflict.

What To Expect

Our Mediation Services are tailored specifically for each individual client. The processes are mature and proven, but the course of each mediation is unique. Expect to interact with Carene Davis-Stitt before the mediation to help her to understand the nature of the conflict to be resolved and the outcomes you want.

The parties in the conflict should expect to intently focus on the mediation, each step in the process, and the development of the outcomes.

Our Conflict Management Workshops are tailored for each specific intervention. Expect to interact with Carene Davis-Stitt to co-create the objectives, scope, and duration of each workshop. She will provide a proposal for your approval before scheduling the workshop.

Expect Mediation and Conflict Management Train-

ing to create a culture in which people work together more effectively. Expect people in your organization to become more innovative and more productive. Expect your business to focus more competitive energy toward the real opponents—other businesses vying for your customers.

Expect people in your organization to become more self-sufficient, confident in the belief that they can not only face conflict; they can use conflict as a tool to improve the business. Expect people to challenge the status quo, to challenge authority. It's not a bad thing when the business is winning.

Expect to have fun. People are most productive and most creative when they are doing something important, when they believe they can make a difference, and when they enjoy what they are doing.



MANAGEMENT CONSULTANTS

Please contact us to learn more about how DeltaNet's Mediation Services may help your business learn, unite, win.

DeltaNet Management Consultants
P.O. Box 70324,
Eugene, OR
USA 97401

Phone: +1 541 344 3662

FAX: +1 541 344 1983

info@deltanet-consultants.com
www.deltanet-consultants.com