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# Conflict Management Systems

Ben Ziegler, MERIT TA  
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## Group Opener - Communications & Conflict Management Quiz

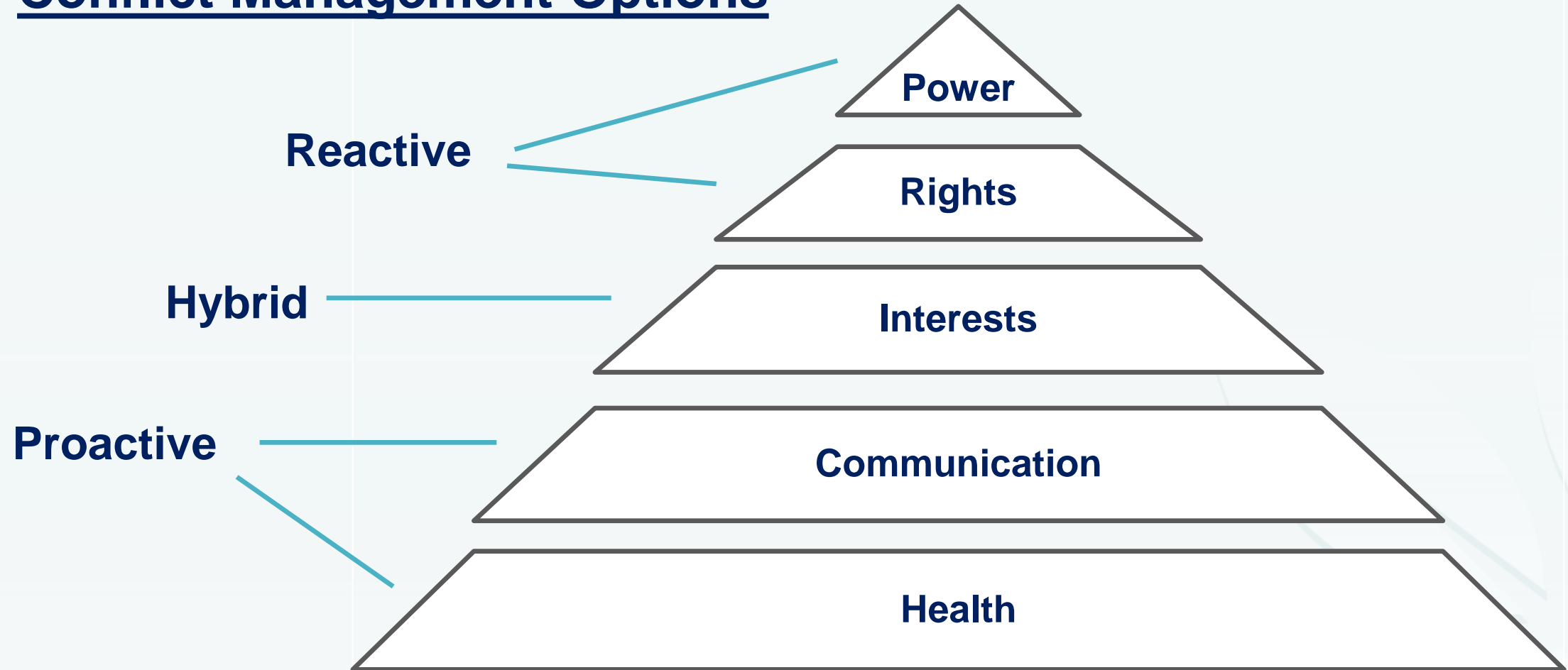
1. What happens when values and behaviors aren't aligned?
2. How can a difficult conversation you are in go better when you find and negotiate with your feelings?
3. Why is building trust like charging a battery?
4. What can an emergency dispatcher (e.g., to ambulance, fire, police, etc.) teach us about workplace conflict management?



# Agenda

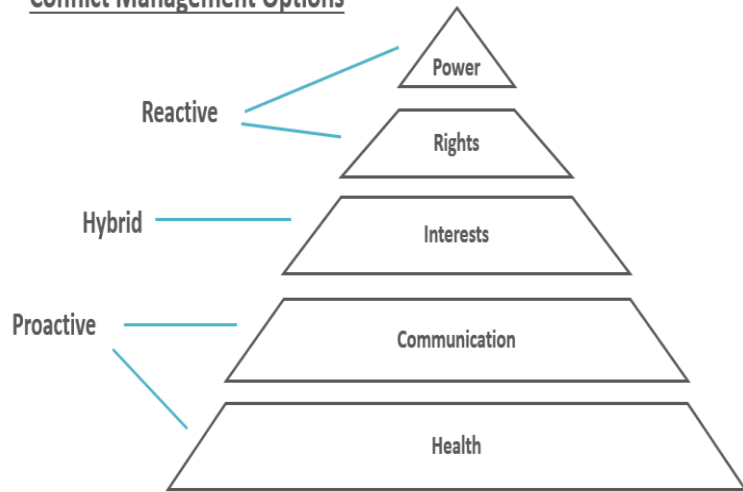
1. Workplace Fairness model
2. Appropriate Dispute Resolution
3. Respectful Workplace
4. Integrated Conflict Management System
5. 15% Rule

## Conflict Management Options



# Conflict Management Options

Conflict Management Options



<b>Power-based</b>	Workplace Regulation Managerial-Decision-making Resignation / Termination
<b>Right-based</b>	Early Neutral Evaluation Peer Review Panel Investigation Arbitration Mediation-Arbitration Non-Union/Union Grievance Procedure
<b>Interest-based</b>	Interest-based Negotiation Conflict Coaching Peer Mediation Managerial Mediation External Mediation Ombudsperson Open Door Policy Workplace Partnering 360 Reviews
<b>Communication-based</b>	Information Exchange Facility Training and Education Personal and Group Dynamics Testing Instruments
<b>Health-based</b>	Internal Medical Facility/Process Employee Assistance Program Long-term Disability and Sick Leave transition processes Health-based Education Programs

## Activity– Workplace Health Scorecard

The Workplace Health Scorecard provides a snapshot of conflict in the organization, from your perspective.

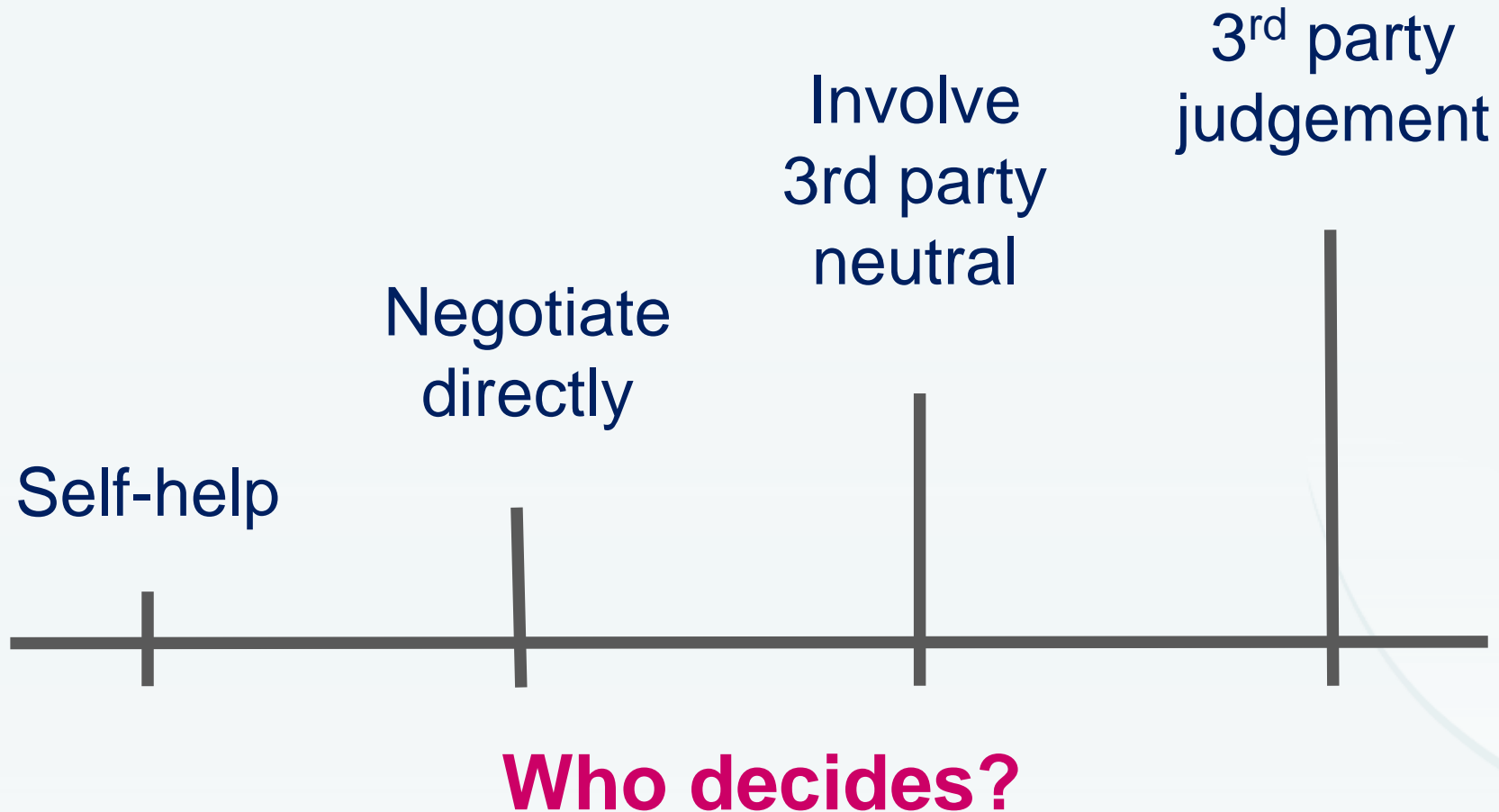
### Instructions

1. Individually, complete the scorecard (you will be provided a blank scorecard in advance of this activity)
2. In a small group (**Zoom breakout**), discuss the scorecard, and complete as a group (optional; e.g., average scores)
3. Return to the whole group (after 10 minutes)
4. (Volunteers) Share results and/or feedback about the scorecard

# Workplace Health Scorecard

PLEASE ANSWER IN A SCALE FROM:		1 to	10
1. Our employers are:	Not productive		Very Productive
2. Our employees are:	Constantly distracted by conflict		Focused on their work
3. Our employee retention rate is:	Low		High
4. Conflict in our workplace is:	Constant and overwhelming		Quickly and well managed
5. Our management style is:	Arbitrary and dysfunctional		Fair and consistent
6. When conflict arises, our employees:	Keep their heads down		Try to resolve it productively
7. We manage conflict by:	Discipline or Termination		Coach/ Training/ Mediation
8. Our employees:	Only work for their pay		Care about the organization's success
9. The cost of conflict is:	High		Low
10. Our organization's reputation is:	Low	-	High
	<b>Total:</b>		

# Resolve disputes appropriately





# Features of Civil Resolution Tribunal (CRT)

The CRT can resolve many:

- Small claims disputes \$5,000 and under
- Strata property disputes of any amount
- Motor vehicle accident and injury claims of up to \$50,000
- Not-for-profit society disputes of any amount

The CRT does NOT address family disputes or criminal matters.

- Began in 2016
- Public justice is linked to access to justice
- Goal is to bring justice system to where people are
- 99.9% of CRT disputes are online
- Tribunal members are experienced lawyers – receive trauma training
- User satisfaction surveys measure both substantive & procedural justice
- Many CRT forms translated (e.g., Chinese, Punjabi, Persian)
- A significant budget & infrastructure investment by Government

**在車禍中受了傷嗎?**  
從2019年4月1日起  
民事糾紛審裁處 (CRT)  
將會著手處理大多數  
新發生的ICBC糾紛案。

- 避免上法庭的費用、時間及壓力
- 網上、便捷、隨時隨地、24/7
- 公平且獨立的審裁決定  
如法庭命令般可執行  
還有更多.....

走網絡之路、得解決方案!  
訪問: [civilresolutionbc.ca](http://civilresolutionbc.ca)

Civil Resolution Tribunal

**解決你與ICBC糾紛  
更快捷途徑  
始於網絡**

- 研究  
透過免費法律資訊和工具  
研究你的選擇
- 談判  
協助你達成協議
- 拿到裁決  
如果你無法達成協議, 一位獨立的CRT成員  
將做出一個可執行的裁決

走網絡之路、得解決方案!  
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Civil Resolution Tribunal

# Civil Resolution Tribunal (CRT) – How it Works



## EXPLORE AND APPLY

You (user) start with 'Solution Explorer'. It has free legal information and tools. It gives you the right CRT application form for your type of dispute.



## NEGOTIATE

Once your application is accepted, you can try secure and confidential negotiation platform. You can talk through your dispute and try to reach an agreement.



## REACH AN AGREEMENT

If you can't resolve your dispute by negotiation, a case manager will try to help you reach an agreement. Agreements can be turned into orders, and be enforced like a court order.



## GET A DECISION

If you can't reach an agreement by negotiation or facilitation, an independent CRT (Tribunal) member will make a decision about your dispute. A CRT decision can be enforced like a court order.

# Respectful Workplace

**The law (in Canada) requires all employers have a Respectful Workplace policy and procedures.**

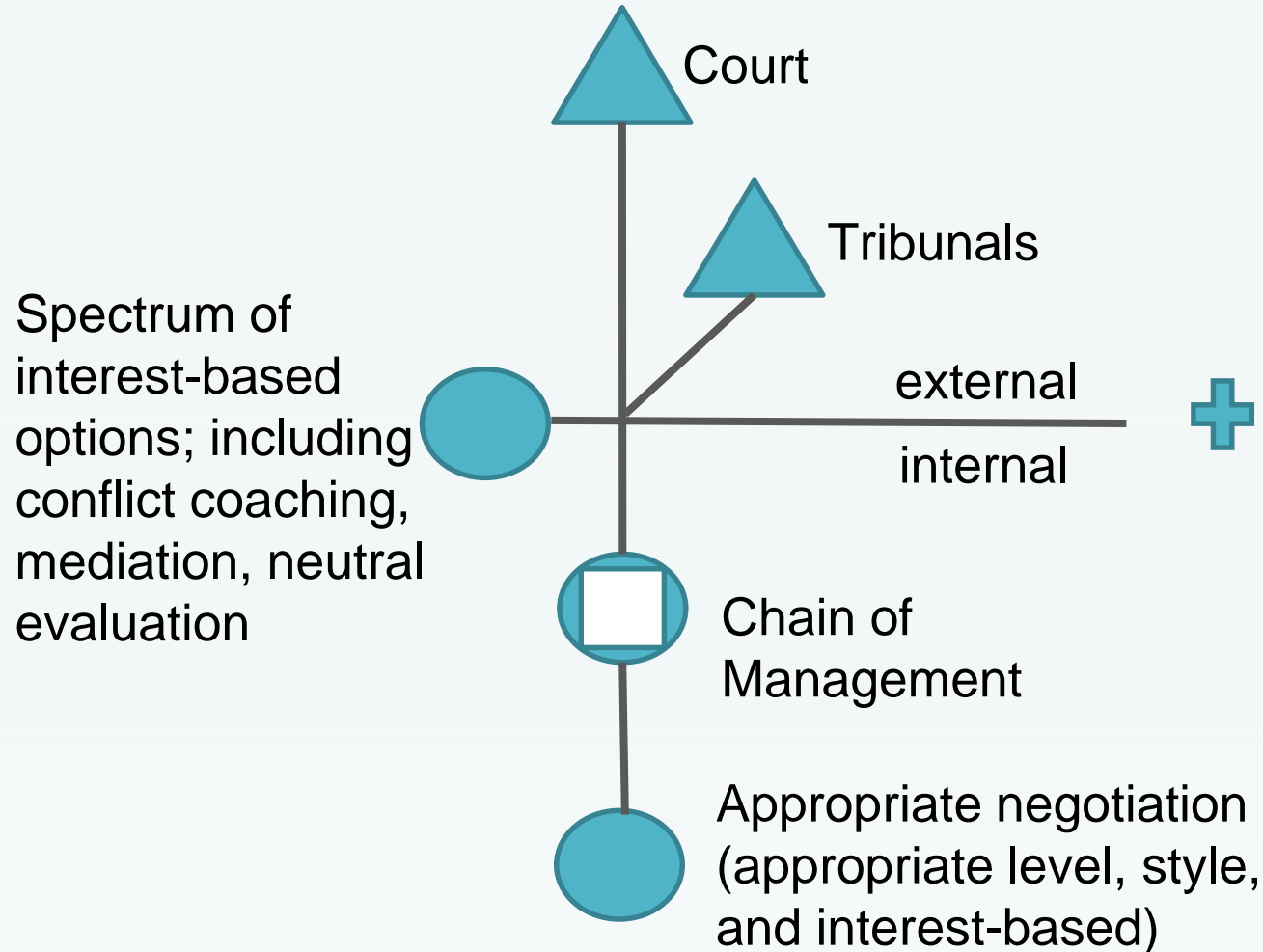
A checklist for what employer's need to do in order to be compliant with the law:

- Workplace Bullying and Harassment Policy, specific to your organization
- Procedures on how to make a bullying and harassment complaint
- Procedures on how investigations of complaints will be handled
- Training for Supervisors/Managers on their respectful workplace obligations
- Training for Employees on their respectful workplace obligations
- Training (for all) on what bullying and harassment is and what it is not.



# Integrated Conflict Management System

## Dispute Resolution Structure



## Organizational Support



**Integrated Conflict Management System**

Source: Becoming a Conflict Competent Leader, Runde & Flanagan; Jennifer Lynch (PDG Global)

# Wrap-up Activity – What's your 15%?

**Situation:** Believing that most people have about 15 percent control over their work situations, no matter your rank in the organization, “What’s your 15% of the problem?” “Where do you have freedom to act?”, for mutual benefit.

## Question for discussion in small group (Zoom breakout)

- What’s your 15%? Reflecting back on all the conflict-related workshops and topics, what do you have control over in your current workplace to promote a healthy workplace? (Note: your 15% may/will be different depending on your role in the organization)

## Activity:

1. (Prior to joining breakout room) Record situation and questions; e.g., take picture, write down
2. Discuss questions in your assigned Zoom room/group
3. Return to main room (after 15 minutes)



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**Address:** Floor 3, National Times News Tower Khudaldaanii gudamj, Khoroo 1  
Chingeltei district, Ulaanbaatar-15160 Mongolia

**Phone:** +976 7610-5000