

GRIEVANCE, CONFLICT & DISPUTE RESOLUTION

One of the most common, yet challenging issues that can disrupt a workplace can be the impacts of fractured relationships. Whether it be a difference of opinion, clashing values or personalities, through to entrenched disputes and grievances, the ripples of workplace discontent can have a serious effect on individuals, workplace culture and outcomes. Early intervention and sustainable commitments to working differently are critical to minimise the risk to people and performance.

Evexia believes in doing hard things in a human way, tailoring each engagement to your unique needs and delivering safe and sustainable outcomes.

Evexia supports organisations with grievance and conflict resolution in a range of ways, including:

Mediation / Dispute Resolution

- Trauma informed conflict resolution through facilitative, (i.e. neutral facilitator role and facilitated) evaluative (i.e. evaluator role of merits), and transformational mediation approaches (i.e. recognising needs and interests and skills training). For complex stakeholder disputes issue based bargaining can be a useful solution (i.e. collaborative problem solving targeting underlying interests and supported by data)

Facilitated Coaching

- An alternate to face to face mediation, where conflicts are resolved through building a shared understanding of each other's needs and safe engagement strategies via a series of coaching sessions.
- This approach is particularly useful for participants who may have experienced trauma, have concerns relating to mental health or where a face to face mediation process may be experienced as unsafe or unproductive.

Workplace Investigations

- Factual investigation into workplace complaints, with a focus on assessing conduct and considering reasonable management action, disciplinary and/or psychosocial risk, and providing forward recommendations for restoration.

Grievance Review and Restoration

- Where a formal investigation may not be required, a grievance or complaint review offers a non-adversarial approach to understand core issues, evaluate reasonableness, seek restoration pathways and resolve interpersonal conflict.

People Risk Advice

- Confidential advisory to work through risk liability thresholds for conduct, behavioural threats, performance, safety and wellbeing.