Consulting Services Overview

Our Conflict Management consulting solutions provide a structured method to help individuals and organizations reconcile differences and repair relationships damaged by unresolved conflict and harmful behaviour.

Our consulting solutions address a variety of issues that result in conflict and impact the individual, team a workplace.

Conflict Management Services

Also known in Europe and Australia as Restorative Justice, ProActive Conferencing is a proven method of engaging and resolving conflict that allows the affected individuals or groups to come together, confront their difficulties and develop a plan to reconcile their differences.

ProActive Conferencing provides a structured process for transforming conflict into cooperation within and between groups. In puts the focus on getting individuals and the group to understand their contribution to the conflict and the consequences of their behaviours for individuals, the group and the wider workplace. The ProActive Conferencing product also releases management from having to come up with the most appropriate and effective response to the conflict. Solutions are developed by the group to transform the conflict into a plan for cooperation. The plan is then monitored and supported by ProActive to ensure it is implemented in full. The product is designed to transform conflict into cooperation and in so doing strengthen relationships within the affected teams.

Facilitated Dialogue for Solutions

The average worker spends at least 31 hours a month in unproductive meetings and attends at least 62 meetings a month*.

Poorly planned and facilitated meetings are generally ineffective and result in wasted time and little action. These meetings become forums for discontent and dysfunction within the workplace and significant time waters for busy people.

ProActive ReSolutions Dialogue for Solutions is a proven methodology that enables groups and group members to share information and arrive at decisions effectively. Dialogue for Solutions identifies all the problems and challenges facing a particular situation or project, using a set criteria to prioritise those problems, develops multiple potential solutions, uses a different set of criteria to prioritise those solutions and then develops an action plan to implement the optimal solutions. Our facilitator involves all group members and ensures all contributions are heard. The discussion is clearly focused around gaining commitment to execute a clearly defined action plan. Group members are more engaged in the decision making process and exhibit greater commitment to achieving a successful outcome.

Work Group Assessment Service

Our Work Group Assessment consulting service works with organizations in assessing and dealing with dysfunctional workgroups resulting from problematic behaviours, poor communication and/or hostile environments. Our Work Group Assessment team digs deep into the dynamics of the work group to help identify root cause issues, provide recommendations and assist with implementing the recommendations through a structured methodology.

Reintegration Support Service

Awkward. Hostile. Difficult. Unworkable. These are terms often used by team members and management when individuals who have been absent from work for inappropriate behaviour, return to the workplace after an investigation is completed. Often, everyone involved finds it difficult to return to being productive because no one is really sure how to behave or what to say, or what the result of the investigation was.

Our Reintegration Support Service facilitates the reintroduction of an individual back to the workplace environment by helping to establish communication structures and behavioural expectations for all those affected and involved in what has happened..

* https://www.atlassian.com/time-wasting-at-work-infographic
Training Services Overview

ProActive ReSolutions provides facilitation training for our Conflict Management and Dialogue for Solutions products. The training is structured to provide a sound foundation in the underlying principles of each method along with a well-developed theory of each solution set.

ProActive Conflict Management Facilitator Training

According to CPP Inc, training in Conflict Management has been identified as a key tool in helping organizational management and staff deal with and address conflict. 70% of employees see managing conflict as a “very” or “critically” important leadership skill. ProActive ReSolutions Conflict Management solutions have been proven to provide a ROI of 9:1 when implemented, followed and tracked in an organization.

Also known as Restorative Justice Conferencing, ProActive’s Conflict Management Facilitator Training provides training and education in the underlying principles, theory and techniques required to work with a group of people immersed in conflict. The training equips the facilitators with the knowledge and tools required to deal with difficult and seemingly intractable conflicts in the workplace and elsewhere.

Dialogue for Solutions Facilitator Training

Frustration over the way in which meetings are organised and run often drives people to behave unproductively, such as arriving late, not participating in the meeting and failing to accomplish agreed actions. Good meetings are good for business and require good procedures.

ProActive’s Dialogue for Solutions Facilitator Training is a one day training program that provides facilitators with the critical tools and skills to be able to engage, manage and drive a positive outcome from meetings. Dialogue for Solutions prevents meetings from becoming lost in personality differences and personal conflict.

About ProActive ReSolutions

As pioneers and leaders in Building Respectful Workplaces, ProActive ReSolutions has been providing consulting and training solutions to global clients across multiple verticals since 2000.

ProActive Resolutions’ consulting and training solutions are structured around standardized, evidence-based research. It is this core foundation that allows us to develop and customize consulting and training solutions to meet the needs of our global clients irrespective of their vertical and nationality.

Our integrated solutions philosophy allows us to develop and customize our consulting and training solutions around 3 key strategies of:

- **PREVENTING** disrespectful workplace behaviours,
- **REPAIRING** relationships damaged by workplace conflict and
- **PROTECTING** those at risk from violent behaviour.

60K+ People Trained Globally and Counting.

Our Industry Thought Leaders

**John M. McDonald** is our Chief Executive Officer of ProActive ReSolutions. He has worked in the field for 25 years and is a respected thought leader in workplace conflict transformation and the author of the book “Transforming Conflict”, regarded as an essential text for anyone interested in understanding and managing workplace conflict.

**Richard D. Hart, LLB, C.Arb.** Richard is our Vice President of Global Business Development. He has over 20 years experience in the field and presents internationally on conflict management and dispute resolution topics.

Contact ProActive ReSolutions

Contact us today to learn more about our standardized and customized consulting and training services.

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