

Quabbin Mediation

Quabbin Mediation's achievements are rooted in the enduring collaborations it enjoys with local individuals, businesses, organizations, agencies, and institutions. These partnerships are based on Quabbin Mediation's reputation as a reliable, professional organization that adheres to high ethical standards and develops programs meeting the needs of the region.

The Massachusetts Supreme Judicial Court has approved Quabbin Mediation to mediate in the District Courts of Orange, Eastern Hampshire County, Palmer, and Winchendon, in the Franklin Hampshire Probate and Family Court; and in the Franklin/Hampshire Juvenile Court. The mediators we train meet the courts' certification requirements.

Contact Information

Sharon Tracy
13 South Main St., Orange, Mass. 01364

Mailing Address:
Quabbin Mediation,
P.O. Box 544, Athol, MA 01331

Telephone:
978-544-6142;
888-924-2600 (toll free)

e-mail: info@quabbinmediation.org
Web site: www.quabbinmediation.org



Conflict Management In the Workplace

A Benefit to Business

Workplace Conflict Costs Time and Money

Conflict is normal. It cannot be avoided. Unresolved conflict leads to loss of market share, reduced income, lost business opportunities, and frustrated employees.

Conflict in the workplace means:

- Vendettas on the line
- Lunchroom quarrels
- Problems in people's domestic life that lower productivity
- Absenteeism
- Too much manager time spent on chronic problems
- Thefts and broken equipment
- Expensive litigation
- Loss of trained employees
- Dissatisfied customers
- Poor morale, disrespectful attitudes

- ◆ Over 40% of the average manager's time is spent handling conflict.
- ◆ Poorly managed employee disputes account for 65% of workplace performance problems.
- ◆ The cost to replace an experienced worker is about 30% of their annual pay.
- ◆ Expenses double at each step in employment litigation from pre-complaint through appeal.
- ◆ 7,000 managers surveyed said the #1 skill area they most needed to develop was managing conflict effectively.

Save Time and Money

Conflict management saves on the costs of doing business. Price-Waterhouse surveyed more than 500 top corporations and found that 90% of them make use of conflict management through some form of alternative dispute resolution.

- Brown and Root reported an 80% reduction in litigation costs.
- Motorola reported a 75% reduction in litigation expenses.
- NCR reported that lawsuits dropped from 263 per year to 28 per year.
- A study by Coca Cola Corporation's ombudsman found that the savings to the company was 7 times the cost of their program.

Intangible Benefits

The advantages to managing conflict positively are all not easily quantified with a cost/benefit analysis. However, these intangibles create a more productive workplace.

Conflict management promotes:

- ✓ A fair and respectful workplace
- ✓ Trust in managers
- ✓ A pleasant work environment, well-being
- ✓ Good working relationships
- ✓ Positive public image
- ✓ Customer & supplier satisfaction
- ✓ Human Resource Departments and Employee Assistance Programs find these resources to be a beneficial tool.

Methods of Conflict Management

Conflicts are settled quickly, amicably and economically in ways that traditional processes like litigation cannot. These methods are adaptable and tailor the process to the needs of the participants. They can overcome emotional blocks to progress and can reconcile some of the most contentious disputes. A US Air Force study showed that over 85% of cases using these methods reached complete settlement.

Mediation is a confidential, voluntary, cooperative way to find a lasting resolution to problems with the help of a neutral mediator. Mediation can mend personal and business relationships.

Conflict Resolution resolves differences one-on-one negotiating a solution that both sides agree is fair.

Facilitation is an efficient method for working with groups of people to accomplish particular goals.

Arbitration is similar to mediation, but the arbitrator makes the final decision.

Conflict Management Programs are established in large companies and implement most of these methods.

Quabbin Mediation offers:

▲ Training and seminars

- Mediation
- Conflict resolution
- Meeting facilitation

▲ Consultation

- Develop a company-wide dispute resolution program
- Identify opportunities to settle problems economically

▲ Meeting Facilitation

Experienced facilitators are available to lead effective meetings that produce results.

▲ Mediation services

Workforce Training Fund

This state fund provides resources to Massachusetts businesses to train current and newly hired employees. Their General Program accepts requests for up to \$50,000 on a monthly basis. Technical support is available for businesses that wish to apply.

Quabbin Mediation Staff

The Executive Director has 16 years' mediation, facilitation and training experience; the Training Director has taught mediation and conflict resolution for 15 years; and our training consultants include attorneys and business people.