

# DISPUTE RESOLUTION



CRITICAL MOMENTS  
CONFLICT MANAGEMENT

“*Creating space for  
problem solving*”

COACHING | MEDIATION | TRAINING

## WHAT?

### What does a Dispute Resolution Consultant do?

I can help you to create space for problem solving by offering

**Individual Sessions:** These are great when you need to be able to manage a problem pro-actively and are stuck on the best way forward (coaching)

**Joint Sessions:** This is where we work through the problem with both parties involved, with the aim of reaching an agreement that works for both of you (mediation)

**Team/Group Sessions:** As a group, we talk about understanding conflict triggers, how you can manage them and what you can do to resolve problems together in a way that meets most people's needs (Training)

## WHY?

### Why contact a Dispute Resolution Consultant?

To gain perspective - have support to work through what else could be going on and how it could be resolved.

To have someone work with you on understanding and resolving a dispute/conflict so that everyone can move on with their lives

To help you work together, to enable you to collaborate rather than compete on a joint problem..

## WHO?

### Who will benefit from working with a Dispute Resolution Consultant?

Anyone who finds themselves in a situation where there are different personalities, beliefs, values, cultures and backgrounds interacting with one another including;

- Local businesses
- Wills and Estates
- Community groups
- Neighbourhoods
- Workplaces
- Property management
- Generational change (succession planning)

## WHEN?

### When is the best time to work with a Dispute Resolution Consultant ?

Whenever there is tension or a problem you feel unable to deal with – ideally, as early as possible. By being pro-active you can prevent problems from becoming chronic or acute conflict – both of which can cost a great deal financially, mentally and emotionally.

If differences are attended to early and effectively you can prevent frustration, distrust and annoyance from developing to a stage where it interferes with relationships and the ability to communicate and interact moving forward.

## HOW?

### How does dispute resolution work?


You will be encouraged to negotiate based on your needs and interests and to collaborate on a resolution so that everyone's most important needs can be met.

We won't just be talking about WHAT you want, we will focus on WHY you want it and how you can achieve that outcome while maintaining a positive relationship going forward.



*The conflict isn't generally the problem - our ability to handle it constructively is.*

*The solutions are often within your reach - you may just need help to find them.*



*Old ways won't open new doors...*

**Krysteen McElroy**

DISPUTE RESOLUTION  
CONSULTANT

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