



**momentum**  
CHANGING MINDSETS

## Alternative Dispute Resolution (ADR)

Momentum offers a suite of informal, integrated conflict management services to enable people to better manage workplace conflict

### What is ADR?

Alternative Dispute Resolution (ADR) refers to a number of non-adversarial, consensual (as opposed to determinative) processes that enhance communication, rebuild relationships and provide long-term resolutions to disputes. Conflict occurs when a person's values, needs, sense of identity, meaning or purpose, are perceived to be challenged, threatened or undermined in any way. Momentum provides a range of supportive, individualised and preventative interventions.

### Why is ADR important?

Conflict costs time, emotional energy, effort, focus, money, productivity, and even valued employees. Reducing the cost of conflict, both the financial and the human cost, is an ongoing and challenging effort inside of every organisation. The answers are not always obvious and the risks are high.

### How does ADR work?

At Momentum we systematically address conflicts and disputes through four stages:

**Connect:** We engage in intense listening for deep understanding, beyond the apparent, in order to hear the stories and build trust

**Analyse:** We apply our professional knowledge and extensive experience not only to identify the root causes and diagnose the impact of the conflict, but also to include who needs to be a part of the resolution

**Design:** We tailor a specific solution for the dispute using a carefully selected variety of proven processes (e.g. Mediation, Facilitations, Conflict Coaching, Team Interventions)

**Apply:** We personally implement the solution ourselves (no on-sourcing here)

## What will be the result?

We aim for the following tangible results:

- ❖ **Fix it:** Resolve the issues in dispute within a period of two-three weeks
- ❖ **Improve foundations:** Build awareness and conflict competency while strengthening relationship resilience
- ❖ **Learn new ways:** to prevent the past from being repeated
- ❖ **Re-new energy:** Boost energy, commitment and accountability in the work environment.

## When to use Momentum's ADR services:

There are several instances where conflict management services can be used immediately and effectively:

- ✓ Internal grievance/dispute handling procedures have not been able to contain or resolve a situation;
- ✓ A formal approach is likely to make the current problem worse;
- ✓ Conflict exists in the context of Performance Management;
- ✓ Serious gaps in personal, perceptual, style or communication differences are apparent;
- ✓ Bullying or harassment claims (and or counter-claims) have been made;
- ✓ Long-standing or highly volatile conflict exists;
- ✓ Teams that have become dysfunctional and underperforming;
- ✓ General resistance to workplace change ; as displayed in unhelpful behaviour – negativity, low morale, blame, gossiping, backbiting, or undermining the change/ change agent
- ✓ Workable, streamlined, in-house dispute resolution process is required.

## Contact

For bookings or further information, please contact us on:

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