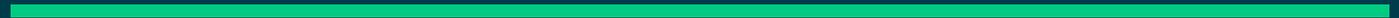

Conflict Resolution for High Performance

THE VERETIS METHOD



A strategic approach to turn different perception, passions and personal values into constructive learning opportunities with a focus on constructive 'all in' solutions

It will only be resolved if we develop and commit to a united concept of True North' - where do we want to head together

Everything in life is a system, and each of us is an important cog in those human systems

Grant Brecht

FIRST STEP

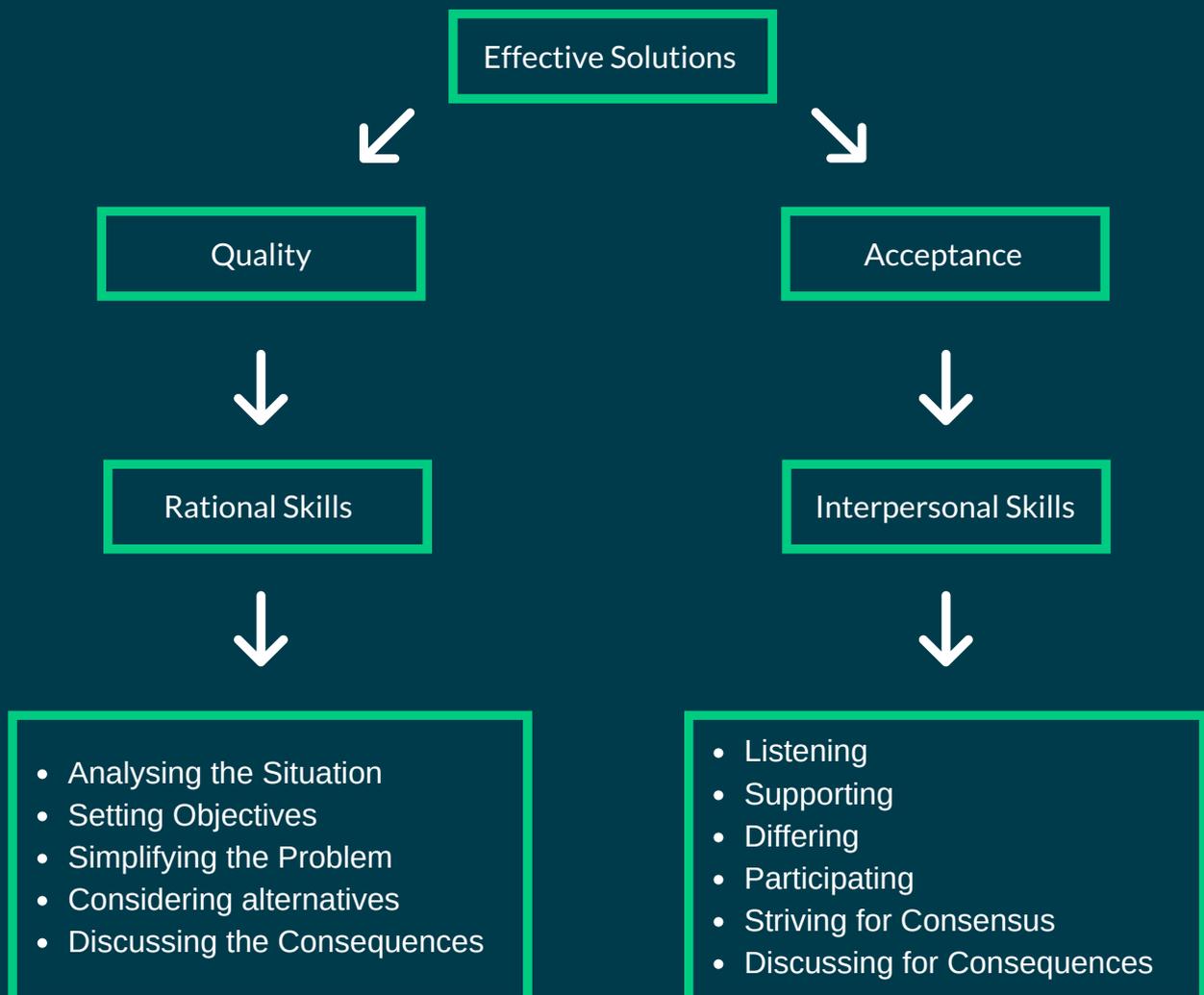
All involved, or at least the Senior Leaders come together to discuss a rational, solution focused, non-blaming process that will determine how they move forward. I understand most people would realise this is only **common sense**, **HOWEVER**, as the wise person was heard to say "*common sense is of no use unless applied as common practice!*"

It is important to establish:

- Why have we come together to do this and what would we like to achieve
- Who are the key stakeholders we need to include in the process. Who do we agree should be the chairperson/facilitator for the process.
- How do we need to work together to get where we want to go? That is what do we need as the rules and expectations for our engagement with each other, and what is the process we will follow to complete the journey. Also, importantly is how will we track our performance, progress and success throughout the process.
- Time frames and any other troubleshooting points of importance

SECOND STEP

First official meeting with all participants present - Welcome to all members of the group, and clarify the; purpose, goals and expectations of group members and the process. Allow tie to answer/debate questions arising. Begin the process of; Awareness - Acceptance - Actions required. Ensure that a process is followed that will provide the best chance of win-win situations being reached. This requires the process follows strategies to enable both rational and interpersonal.



THIRD STEP

Launch 'the team' with a brand foundation (Team Charter) that captures the consensus agreement on:

- Our purpose/mission
- Values and behaviour
- Roles and responsibilities
- Strategies, structures and processes for how we will work together and align ourselves

FOURTH STEP

Set up a Performance zone - Learning Zone looping processes for the team through regular coaching, feedback, reflection opportunities. Build on strengths, work on 'yet to be strengths'

FIFTH STEP

Ensure there are opportunities for cross functional collaboration to promote a systems approach and maximize learning and capability building

SIXTH STEP

Focus on promoting and reviewing the 5 behaviours of cohesive teams:

- Vulnerability based trust
 - Robust discussion and argument around facts
 - Commitment
 - Accountability, and
 - A team goal for the 'greater good'
-

SEVENTH STEP

Regular discussion and analytics monitoring around team culture, that is 'how we do things around here'

EIGHTH STEP

Celebrate successes, catch each other 'doing good' reminders around the team purpose and 'why what we do matters'

NINTH STEP

Elicit feedback from important stakeholders outside of the team, how the team is performing

TENTH STEP

Define - Align - Refine at regularly intervals, how the team is doing and what the next transformational steps/inclusions need to be
