

Workplace Services

Helping people in
workplace conflict
to move forward



kia tau

YOUR EXPERTS
IN DISPUTE
RESOLUTION

Workplace Services

Disagreements are normal.
Conflict happens.

Relationships are one of the most difficult things we do – and where there are people and interdependent relationships, there is bound to be conflict. Workplace conflict is usefully defined as being a challenging dynamic between two or more people whose jobs are interdependent in some way, who feel upset, who perceive the other as being at fault and who act in ways that cause business problems.

Whether dealing with clients, managing change, working with stakeholders or engaging with colleagues, difficult conversations are inevitable, and you must be prepared to deal with them.

Badly managed conflict has consequences, but conflict need not be destructive. Well managed conflict creates opportunity and benefits in terms of wellbeing, engagement and productivity. The key is harnessing conflict in the right way and early.

Managed conflict is what drives change in our businesses and community, so we all have a stake in ensuring that conflict adds value, rather than taking it away.

Unmanaged workplace conflict can quickly spiral into something far more serious, and that becomes a full-blown dispute. Swiftly and effectively resolving conflict is in everyone's best interest, both in terms of economic and social wellbeing.

Our services focus both on the present and future. We engage people in conflict to find a resolution in a mana enhancing way. We empower others to learn and grow from their conflict experiences. We ensure organisations build capacity and skill to handle conflict and prevent future conflict.

As people with different life experiences, cultures and styles come together in a work environment, conflict and disputes naturally occur.

Most people will experience conflict in the workplace at some point. It is inevitable.

If not managed well, conflict will cost your organisation. It can lead to impaired productivity, performance issues, reduced sales, toxic team environments, grievances, terminations and high staff turnover – all of which can result in significant costs to your business.

At Fair Way, we believe there can be a different outcome. Employers across Aotearoa partner with us to proactively improve wellbeing, build internal capability and positively address conflict.

From coaching, training and facilitation, through to mediation, impartial reviews and expert assistance, we guide you through challenges and provide you with the tools and capability so you can grow your skills. We resolve conflict collaboratively and ensure the integrity of your processes when issues do escalate.

We're here to help you create a healthy, safe and supported environment for all, improving employee wellbeing and providing many organisational benefits. Conflict can bring turmoil, but Fair Way are experts in bringing calm – helping you to make informed and considered decisions.

Fair Way's team of accredited conflict management professionals use best practice dispute resolution techniques and are specialists in workplace matters. Our services are built on independence and impartiality. We support you and your people to make impossible conversations possible.

Fair Way's Workplace Services are centred on mahi tahi – working together, collaborating, cooperating – the foundations for any successful team.

If you would like to find out more about our Workplace Services, please get in touch.

Enhance

Grow your capability

Empower

Tackle issues early

Ensure

Independence is important





Over **35%** of employees in small organisations and **25%** in larger ones (50+ staff) identified relationships at work as a main cause of their work-related stress and anxiety.

Workplace Wellness Report 2019

Enhance

Grow your
capability



Kāpehu

Empower your people to navigate issues

About

Kāpehu is a coaching service focused on solutions.

It guides people through any issues they experience at work, by supporting them to decide the next step they will take and to develop the appropriate skills to assist in this process.

Anyone experiencing a challenge can benefit from a conversation with Kāpehu – including people leaders and managers of all tiers.

Kāpehu is a safe space to talk about work, create a plan and get guidance. This confidential service supports and guides people, taking existing organisational resources into account such as HR, EAP and unions.

Benefits

Your people

- Build conflict management capability
- Increase resilience
- Self-manage situations
- Feel empowered & supported
- Resolve issues professionally & quickly
- Preserve workplace relationships

Your organisation

- Reduce work related stress & anxiety
- Identify & resolve issues early
- Prevent escalation of issues & costly grievances
- Improve workplace productivity, culture & engagement
- Create more positive team dynamics
- Discover useful organisational insights

Kāpehu provides a korowai around you

It's a wrap around service. It's a safe space. It means having an expert on standby when you need it most. Once your organisation has signed up, your people contact Kāpehu directly to arrange one-on-one sessions with practitioners experienced in conflict resolution, usually over the phone.

Enhance – Grow your capability

Learning

Build new skills and capabilities in your organisation

About

How invaluable would you find a team that's ready and well equipped to have difficult conversations with internal stakeholders and external customers?

Fair Way offers a range of bespoke and general training programmes delivered by experienced practitioners using insights from our real life experience. All sessions can be delivered onsite or virtually where required.

Fair Way's practitioners will meet with you to discuss your organisational needs and learning goals. Based on your direction, Fair Way can either design a custom learning package or deliver one of our existing workshop programmes.

Benefits

Enhance your existing capabilities

- Leaders build new skills and capabilities to support and grow effective, thriving teams
- Support specialist customer engagement and complaints teams to deliver exceptional customer experience
- Increase resilience and decrease the negative effects of conflict on your people

Examples

Learning areas include

- Challenging conversations
- Effective apologies
- Giving feedback
- Leadership coaching
- Complaints handling
- Conflict resolution skills



\$41K

Total cost for an employer to defend against a personal grievance.

2019 Employment Relations Authority

Empower

Tackle issues
early



Facilitation

Kick start conversations with facilitation

About

Broken workplace relationships can create a toxic environment for the wider team. You can lose valuable team members. Our approach is to resolve disputes early by facilitating conversations and restoring communication through a mana-enhancing process which could include a restorative practice approach.

Facilitators create the right environment and process for constructive conversations to take place. It can be useful for individual matters or for wider teams who have been experiencing issues within their dynamics.

Provided early, facilitation helps your people explore and reach consensus on issues before positions become entrenched. Facilitators are neutral and guide parties to an agreement in an informal but assisted manner.

Benefits

Your people

- Restore communication
- Early resolution of issues
- Improve resilience & grow skills for future use
- Alleviate stress & anxiety
- Improve productivity & engagement

Your organisation

- Minimise need for adversarial processes
- Reduce involvement of advocates & lawyers
- Prevent costly disputes, grievances & settlements
- Create a proactive & positive conflict culture
- Less absenteeism
- Better focused teams & work quality
- Use insights to assist learning & development

Right people and process for success

Independent facilitators create an impartial environment which internal staff can't. Importantly, an environment of trust is created in order for constructive conversations to take place. Challenging conversations happen in a safe and supported way.

Empower – Tackle issues early

Mediation

Resolve issues and restore relationships

About

We provide private mediation services so you can proactively resolve conflict, prevent issues from escalating and make a positive difference.

Our mediators encourage people to understand each other's perspectives, talk through the issues, identify mutual interests, develop realistic options, and find a solution that everyone can agree to.

Rather than focussing on a settlement or an outcome, Fair Way's mediators focus on the relationship and resolution – empowering people to find a way forward.

It can make a big difference in repairing relationships, crucial for successful team dynamics.

Benefits

Your people

- Resolve conflict
- Restore relationships
- Move forward

Your organisation

- Quick & appropriate response to issues
- Retain people
- Minimise need for adversarial processes
- Reduce involvement of advocates & lawyers
- Prevent costly disputes, grievances & settlements

Time is of the essence

Speed, efficiency and quality matter when it comes to resolving workplace issues. Waiting several days or even weeks to have issue sorted can have a significant and adverse impact on the workplace. We aim to organise mediations within a week of first contact, at a time and place that works for your people.



When matters escalate, engaging the help of an experienced and independent third party brings **fairness** and **transparency** to the process... enabling you to make clear, **informed** decisions.

Ensure

Independence
is important



Ensure – Independence is important

Investigations

Inform your next steps with an impartial investigation

About

We can conduct a review or investigation for any workplace matter, providing you with an independent report and recommendations. Bringing in Fair Way ensures the integrity of the process and findings.

We take time to understand what's going on for you and your people. We develop terms of reference and a process that works for you. This might include interviews with your team, reviewing your processes and policies, and looking into the facts behind a matter.

We manage the process in confidence and with sensitivity. Our independence enhances the value of the findings. We provide you with valuable insights and recommendations that you can use to inform your next steps.

Benefits

Your people

- Transparent and fair process
- Opportunity to be heard
- Clarity brings finality

Your organisation

- Quality process
- Credible and experienced investigators
- Factual findings for informed decision making
- Actionable recommendations
- Meet statutory employment obligations
- Strengthen internal processes
- Manage potential reputational risks

You need facts to move forward

When your internal policies or employment obligations call for an independent investigation, call Fair Way. We will conduct an investigation in a safe and nonjudgmental manner, treating the participants with empathy and the subject matter with the sensitivity it deserves.

Ensure – Independence is important

Expert services

Support your formal HR processes with expert assistance

About

When matters escalate, formal processes may be called for. Fair Way can provide experts to support your internal processes, especially in situations where independence is required such as when senior peers, partners or co-owners are involved in the matter.

We provide a range of professional employment services, including chairing of hearings, grievance processes, disciplinary panels or workplace consultations.

Independent practitioners add a layer of credibility and impartiality to your process. This is important as it ensures natural justice principles are observed.

Benefits

Your people

- HR team are supported appropriately
- Alleviate fear of retribution for participants
- Individuals involved can trust the process
- Overcome internal bias
- Provide a fair process

Your organisation

- Confidentiality
- Impartiality
- Independence
- Expertise

External support when you need it

Allegations of serious misconduct against senior staff can be difficult to navigate as your people may fear retribution. You also need to avoid the perception of sweeping allegations under the rug. External assistance strengthens your HR processes. It provides an added layer of confidentiality for discreet matters.

Summary

Enhance

Kāpehu

- Coaching service for staff
- Support and guidance
- A safe space to talk and plan

Learning

- Build new skills
- Increase organisational resilience
- Develop ongoing capability

Empower

Facilitation

- Facilitate conversations
- Early resolution of issues
- Restore communication

Mediation

- Resolve conflict
- Restore relationships
- Reduce costly disputes

Ensure

Investigations

- Transparent and fair process
- Provide clarity and insight
- Inform good decision-making

Expert services

- Support for your HR processes
- Credible and impartial
- Build trust and remove bias

Contact us

Want to find out how
Workplace Services
can assist you?

You can get in touch with us:

Online www.fairwayresolution.com

Phone 0800 77 44 08

Email workplace@fairwayresolution.com

About us

Kia tau means to settle,
to resolve, to calm.
It's our job to kia tau.

Working between all parties, we collaborate and negotiate, we discuss and we listen, we are informed and always fair. We treat our clients and their issues with empathy and understanding. Always, we are a safe and trusted pair of hands, working towards finding a fair solution, no matter the complexity.

In the workplace arena, we are innovators. Having introduced new services to Aotearoa based on international best practice, we are always looking for ways to resolve conflict early. For more than 20 years, Kiwi organisations have partnered with Fair Way to prevent and manage conflict. Every day we support Kiwi businesses, families, and consumers through our range of private services and public schemes. We make a difference for New Zealanders each day.

We settle and resolve issues. We educate and innovate. You benefit from restored and strengthened relationships. We create the calm that everyone is looking for.

Kia tau – Fair Way.



kia tau
YOUR EXPERTS
IN DISPUTE
RESOLUTION

Our logo is inspired by the mangopare design, which represents the hammerhead shark. It is a symbol of strength, determination, leadership and agility.

The symbol is created with three lines. In toi whakairo the repetition of three lines (haehae) represents the three elements that make up a journey: past, present and future. Peoples' past issues bring them to Fair Way for resolution in the present, and together they can move forward to a peaceful future.





fair 
way

kia tau

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