



PW Case Study

Restoring Relationships

Organization

- Non-Profit Organization
- >50 employees

Length of Project

- 8 weeks

Expertise

- Organizational Conflict Analysis
- Transformative Mediation
- Facilitative Dialogue and Systems Design

Our Team

- 1 Peacebuilder
- 1 Program Director

The Context

The Human Resources Director of a national non-profit organization sought help with a conflict between one of their Directors and an Assistant Manager. These two individuals were well respected by the organization, and they've worked together for over 8 years. With varying degrees of cultural differences, Destructive communication became frequent among the parties, and a discrimination complaint was filed. A cursory investigation found no grounds for discrimination, and therefore no in-depth investigation was initiated. Instead, they sought out Peacemaking services to repair and rebuild the relationship between these two employees.

Our Approach

Our Peacebuilder began analysis through one-on-one interviews with both employees. She then outlined a strategy for moving forward with a facilitated dialogue and mapped out the identified challenges that both employees shared. The initial facilitated dialogue brought out larger issues related to leadership and accountability. Further interviews with each employee and with a Supervisor were conducted, leading to a second facilitated dialogue.

The Results

- After the second dialogue, a Code of Civility was created to explicitly map out effective communication tactics for both employees in order to mitigate further conflict.
- The Supervisor was able to clarify roles, responsibilities, and accountability for both employees.
- Check-in reports suggest the dialogue outcome was successful, and the employees are now working together productively.