

Conflict Resolution & Mediation Skills



Objectives for the Day



Analyse the causes and nature of professional conflict

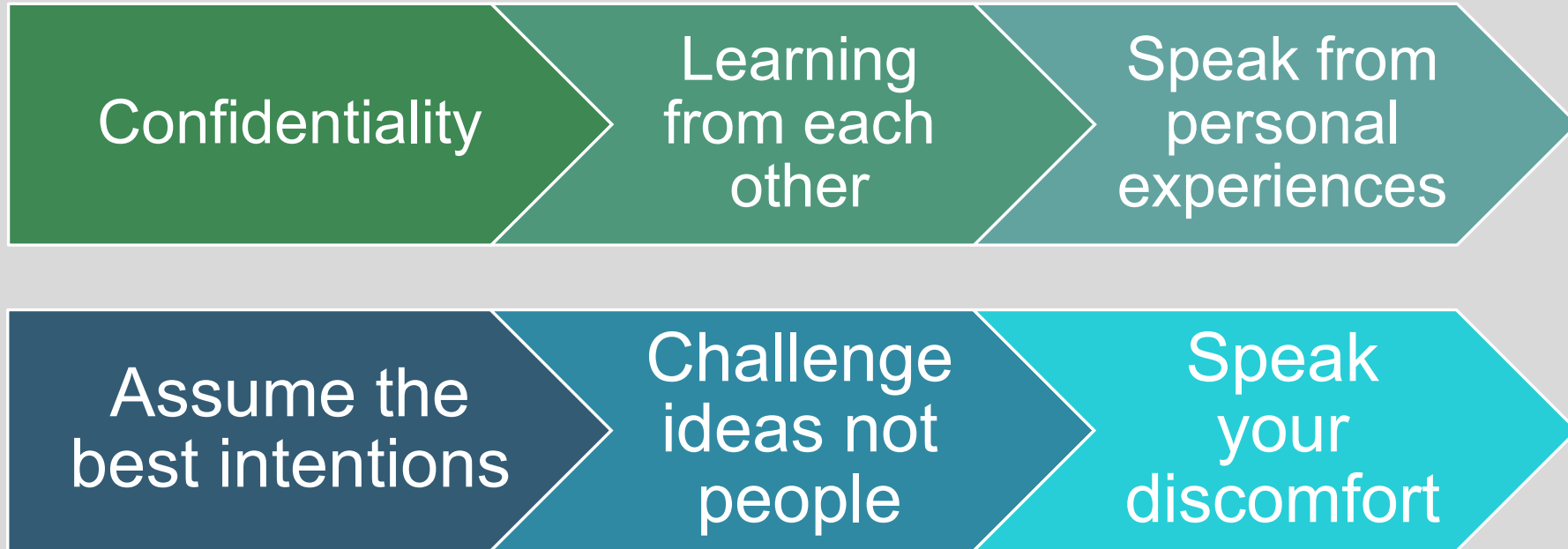


Apply effective models and tactics for conflict resolution and mediation



Practice, reflect and ask questions

Working Together





Why Does Conflict Occur?



Understanding the causes of conflict

1. People (Relational causes)
2. System (Structural & Resource causes)
3. Process (Communication and Information-based causes)
4. External & Environmental causes
5. Individual & Psychological Causes
6. Legal & Ethical causes

Conflict Resolution

The **PRACT** Model

The Five Pillars of Resolution

(Jeffrey Wotherspoon, 2025©)



Purpose: State your positive outcome for the conversation (e.g. I'm having this conversation so we can find a path forward)



Receptivity: Listen openly and demonstrate a willingness to understand the other person's reality (e.g. I would like to listen to you so I can understand your perspective)



Accountability: own your role, impact or mistakes without making excuses; it's about validating the other person's experience (e.g. I'm sorry.... I understand....)



Candor: speak honestly and directly without a hidden agenda and be transparent (e.g. I felt sad, angry, embarrassed, scared...)



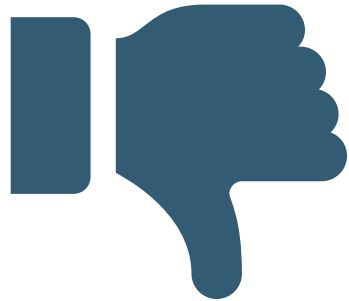
Tolerance: practice patience, allow for difference and manage your own emotional reaction with grace (remember most people see things from a perspective that serves their interest)



Growth vs Fixed Mindset



Growth vs Fixed Mindset

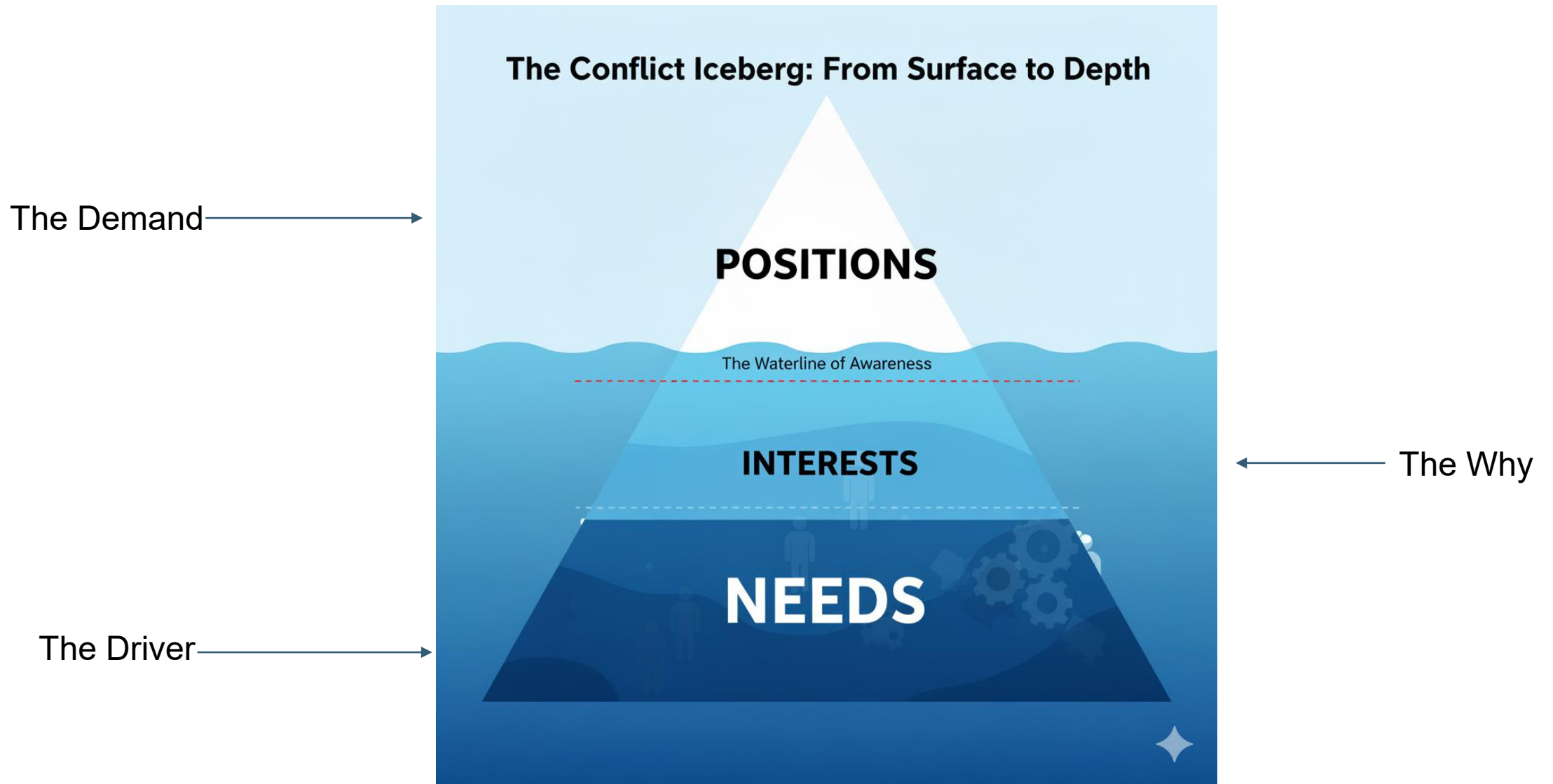


Motivated by **being right**
(*Fixed Mindset*)



Motivated by **learning**
(*Growth Mindset*)

Mediation Skills: P.I.N Model



Reflect & Discuss

Scenario 1: Manager and Employee (Caseload Conflict)

In this scenario, a social worker is resisting a Team Manager assigning them a new, urgent case.

In groups discuss and come up with the ‘Interests’ and ‘Needs’ of both people and then decide on a course of action.

Level of the Iceberg	Component	Employee A (Social Worker)	Manager B (Team Leader)
Visible (Position)	The Demand	"I refuse to take on this new case. It's unsafe for my current clients. Find someone else."	"The case is high priority and you are the only one available. You must take it."

Level of the Iceberg	Component	Employee A (Social Worker)	Manager B (Team Leader)
Visible (Position)	The Demand	"I refuse to take on this new case. It's unsafe for my current clients. Find someone else."	"The case is high priority and you are the only one available. You must take it."
Below the Surface (Interests)	The Why	Interest in Quality: "I am genuinely concerned about my existing high-risk cases. If I take on more, I fear I'll miss a critical sign, and a child will be harmed."	Interest in Compliance: "We are legally mandated to allocate the case within 24 hours. The risk is immediate, and I need a compliant team."
Deepest Level (Needs)	The Driver	Need for Competence/Integrity: The social worker needs to feel they are doing a good job and upholding professional standards (preventing harm).	Need for Safety/Security: The manager needs to feel secure in their legal obligations and team's capacity to absorb risk.

Positions, Interests & Needs

The background of the slide is a light cream color, overlaid with a pattern of large, semi-transparent question marks. These question marks are rendered in a variety of colors including shades of orange, yellow, green, blue, purple, and brown. The text 'Q & A' is centered on the slide in a bold, black, serif font.

Q & A



[Linkedin: Jeffrey Wotherspoon](#)

Info@jeffreywotherspoon.com

www.jeffreywotherspoon.com

