



Decker Mediation, LLC

EXAMPLE: Assisted Living Organization

A RISK MANAGEMENT APPROACH TO **CONFLICT**:

The Risk Management approach	How we can help	Using Alternative Dispute Resolution	Overall Organization	Staff	Residents	Families around residents	Vendors, neighbors, others
Assess it	Decker Mediation helps you determine your conflict "hot spots" and the best ways to address them proactively. We conduct a complete assessment, ranging from quick and simple to a comprehensive 360 degree review , and then develop a tailored Conflict Resolution Plan for managing the conflict.	Assess & develop a Conflict Resolution Plan	✓	included	included	included	included
Reduce it Prevent it	We provide comprehensive and engaging training to help your staff learn to better manage the conflict around them. For individuals who may need personal attention or who may be in positions where focused help may be highly beneficial, we provide 1-on-1 coaching .	Train & coach to minimize conflict		✓	✓		
Transfer it	For serious disputes, or for relationships with repeated conflict, we mediate to resolve differences, improve communication, and keep people effectively working together.	Mediate to resolve differences	✓	✓	✓	✓	✓
Avoid it Retain it	On a consultative basis, we can help you think through the consequences of conflict, and provide guidance to help you make the right decisions to avoid or manage activities that you expect will lead to conflict.	Plan ahead to avoid conflict hot spots	✓	✓	✓	✓	