

“The bottom line is that resolution is preferable, and a collaborative solution is great, but even ‘managing’ a ‘bad’ situation, and not letting words or actions escalate to hurt feelings, is still a major step forward for many people.”

At the end of the day, the workshop participants leave in good spirits, with a binder of written material and some practical experience in trying out new behaviors. As they leave, Dublisky tells them to watch out for ‘scum-sucking pigs’ and wishes the new “wizards” safe trips home to all corners of Arizona.

And six months later?

Anita Owen is still benefiting from the Collaborative Conflict Resolution process:

“Recently, we had a situation in the department that ‘looked’ like a personality conflict, and I said, ‘Look, saying you don’t like someone’s hair is not a good enough reason not to work with them!’ When I got into this pickle, I thought, ‘I know Helene could help me.’ So I took the principles and put them into a matrix.

“We all sat down and each person defined the conflict from their point of view, we talked – and then agreed – on possible solutions, and then we evaluated the outcome of the meeting from each person’s point of view.

“The matrix was so helpful because instead of ‘he’ and ‘she’ and finger pointing, everybody was heard; this was a direct result of the workshop.

“I’ve gotten great feedback that others are being able to put these principles into work as well. And we’re hoping to bring Helene back soon for the next group of leaders.”

Helene Dublisky is the founder of Omega Coaching, a full-service firm that provides executive coaching, leadership development, training and consulting to for-profit and non-profit organizations in the US and internationally.



Omega Coaching works with your organization to identify the goals of your leadership development initiatives. We partner with you to identify the critical competencies necessary for leaders in your organization to succeed.

Omega’s programs range from weeklong leadership retreats focusing on specific strategic challenges to comprehensive yearlong programs for leaders or emerging leaders to identify their strengths and weaknesses within the sphere of business and business-related activities.

<http://omegacoaching.com>



Karen Kanakanui is president of Words Are Us, which provides business communications services—editing, writing, copywriting, and newsletters—to business owners who want to elevate their communications to the next level of professionalism and profit.

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