

Conflict Resolution in a Virtual World

**A new perspective in changing
times**

Webinar
20th May 2020

Presenter

Alison Love alisonl@resolution-at-work.co.uk
07808 829545

info@resolution-at-work.co.uk
08000 489235

www.resolution-at-work.co.uk

What we are covering

- v What we can do?
- v How different is it in lockdown?
- v What have we learnt?
- v How will it change the future?

Something to think about?

- v Experience of online resolution?
- v What kinds of issues are causing difficulty?
- v What will the “new normal” be?



New Technology



Mediating online – technology

- v Security
- v Confidentiality
- v Video fatigue
- v Breakout rooms
- v Screen settings
- v Room/cameras settings
- v What to do if connection is lost

**Remember
the Values**



Mediating online – what remains the same v what is different

- v Our role
- v The skills we use
- v Structure
- v Empowerment
- v Trust the process
- v How it feels
- v Timings
- v Breaks
- v Checking in
- v Body language
- v Communication

Preparation



Doing more upfront

- v May be additional stress/unfamiliar
- v Reduce information provided online
- v Additional information & guidance

**Look
closely**





Coaching

- v Conflict Dynamics Profile
 - v CINERGY
 - v Resilience
-
- v Improving relationships and the way that people engage and communicate with each other

**Looking at
things
differently**



Blog posts

- v <https://www.resolution-at-work.co.uk/blog/2020/04/doing-things-differently-reflections-on-mediating-online-by-dionne-dury/>
- v <https://www.resolution-at-work.co.uk/blog/2020/03/what-we-can-do/>

Mediation and Conflict Resolution Services and Training

Alison Love

Managing
Director

01446 760933

07808 829545

[alisonl@resolution-
at-work.co.uk](mailto:alisonl@resolution-at-work.co.uk)