



SAISON CONSULTING

# Conflict Navigation

*Saison consultants help organizations thrive in their present season while also preparing for their next.*

Eventually, every organization will find itself in a season marked by conflict. Rather than viewing this as a regrettable reality, Saison consultants believe that conflict can be a life-giving time within an organization. When navigated well, conflict can renew relationships, help people discover areas of shared agreement, develop new ways of being and working together, and foster common commitment to move into the future together with hope. Conflict can be a defining and redefining experience for your organization.

## Our process

When a Saison consulting team works with an organization experiencing conflict, we will work together for at least three months.

### *Phase 1* **DISCOVERY**

The first phase of our work together will be a discovery process, in which we collaborate to identify the sources of the conflict and to gather as much relevant information as possible. Your consulting team will build trust with your organization by asking consequential questions and listening deeply. At the end of the discovery process, we will share what we have heard without bias and without violating confidentiality.

### *Phase 2* **DISCERNMENT**

The second phase will be a discernment process through which we work together to identify potential paths forward for your organization. Each possible path will be built on honesty, transparency, and accountability. Our aim is to repair harm and restore community.

### *Phase 3* **PROACTIVE PRACTICES**

The third phase of our work together is also forward-looking, but here our focus is on preventing future conflicts. Together, we will identify and develop healthy communication practices within your organization, promoting open and honest communication. We will also work to implement systems and structures to address potential conflicts proactively. We want to learn the lessons of this conflict and apply them well for the sake of the future.

We do not set reconciliation as a goal for our conflict work. Moving too quickly toward reconciliation is often a shame response or a shaming behavior in conflicted situations. Our focus is on helping individuals and organizations thrive; and in some circumstances in which conflict has been so significant, traumatic, pervasive, or long-lasting, that in order for individuals and organizations to thrive, reconciliation is simply an impossibility. This is never our desire, but it is the reality.

**OUR TIME TOGETHER: 3+ MONTHS**

## Laying the foundation

### In advance of our work together, you should:

- Convene conversations with stakeholders to discuss the rationale for and the importance of this process (engaging in this work shouldn't be a surprise to anyone)
- Provide your consulting team with meaningful data about your organization, including organizational history, leadership structure, stakeholder demographics, and recent financial reports
- Receive approval for the costs of this process

## Our work together

### During our work together, you should expect to:

- Engage in a robust discovery process in which you will see your organization in new ways
- Model transparency and openness
- Communicate with key constituencies and stakeholders regularly
- Meet with your consulting team every week, if not more frequently
- Dedicate at least 7 hours per week to this process
- Find renewed energy and excitement within your organization for your work

## Process outcomes

### As a result of our work together, you will be able to:

- Move forward from a conflicted situation by repairing harm and restoring community
- Articulate the lessons you and your organization have learned through conflict
- Describe ways that your organization has changed to mitigate the likelihood of future conflict



For this season. For every season.

### Looking for other services? We also offer...

Search & Transition ■ Strategic Planning ■ Leader Development



## Investment

For any organization, engaging a conflict navigation process represents an investment of money and time. **At Saison, we honor that investment by working as efficiently and collaboratively as possible.**

Throughout the process, we will offer options and recommendations about how the work might proceed based on your budget, and together, we will make decisions that honor the work and respect your parameters.



*My Saison consultant is my 'go-to' consultant. She is always the first one I recommend because I know my congregations are getting the best information and best practices available. She knows the Church, she knows church dynamics, and she understands the importance of this work in serving God's kingdom. There simply is no one better.*

—Diocesan Canon to the Ordinary

*Connect with us to see how Saison can benefit you and your organization.*

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