

## Quick Conflict Health Check

This innovative conflict health check is designed to help you assess your company's current approach to conflicts and dispute resolution.

Not all business are alike and this conflict health check will help you establish what type of dispute-ready organization you are and what steps may be required to help you manage conflict better in the future.

**Instructions:** for each of the blank questions below, mark if you agree or disagree with the statement.

	Statement	Agree	Disagree
1	Mutual respect and dignity at work are part of our company's organizational culture.		
2	Our company regularly updates its policy and procedural manual.		
3	Our policy and procedure manual contains a complaint and/or grievance procedure section.		
4	We regularly review our internal grievance process to identify patterns and opportunities for change.		
5	Our HR and management team regularly receives training with respect to how to identify and manage complaints between employees.		
6	We have lost good employees due to unresolved internal conflict.		
7	In the past 12 months, we have seen an increase in the costs associated with conflict (such as investigating employee conflict, team building or defending discrimination complaints).		
8	Staff stress/sickness is on the rise due to unresolved workplace conflict.		
9	Our attempts to initiate important organizational change have been hampered by employee disagreements and disputes.		
10	We sometimes ignore or avoid dealing with employee conflict until it is too late.		
11	We have a trained HR professional on staff.		
12	We have individual employee contracts in place.		
13	We would like to improve the way we manage workplace conflict.		
14	We have available to us trained and accredited mediators.		
15	We have available to us trained and experienced arbitrators.		

*Please provide your contact information below:*

YOUR NAME: \_\_\_\_\_

COMPANY YOU REPRESENT: \_\_\_\_\_

NUMBER OF EMPLOYEES: \_\_\_\_\_

COMPANY ADDRESS: \_\_\_\_\_

YOUR TELEPHONE NO.: \_\_\_\_\_

YOUR E-MAIL ADDRESS: \_\_\_\_\_

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