



CONFLICT CAPACITY (OR READINESS) AUDIT

Definition An audit of an organisation's capacity to manage conflict: examines conflict prevention, grievance and dispute management and conflict resolution policy and practise and compares to best practises.

Outcomes The Audit allows an organisation to better understand its current capacity and its options for improving management of conflict within its reasonable economic, social and environmental context. Helps plan for short, medium, and longer term with reference to effective measurable goals to improve organizational performance, enhance efficiencies and productivity, build sustainable culture.

Features Examines direct and indirect costs of conflict. Examines systemic issues – yielding both productive and destructive outcomes. Doesn't ignore benefits which may be currently achieved. Can be focussed on workplace relations, commercial (supplier) relationships, customer relations and/or regulatory compliance.

Methods Examples: Interviews, survey, and employee discussions, meetings, and workshopping; establishment and assessment of benchmarks in organization; delineation of criteria and benchmarks for improvement.