

## Team Resolution Approach

Although each situation is unique, the following is to help clarify the process for developing a workplace plan for a team resolution. The entire process usually takes 4-5 days, but can fluctuate depending on the number of employees interviewed and involves the following steps.

Interview all stakeholders including the manager, supervisor, human resource personnel, occupational health or wellness personnel, union rep, and where relevant – co-workers/colleagues. The individual interviews are usually about 1.5 hours for each person. These conversations are intended to provide the consultant with a comprehensive understanding of workplace culture, realities and responsibilities of the job, history of workplace interactions and any limitations or boundaries that would affect the workplace plan. These interviews are confidential and only aggregate information that does not identify people will be used to assist in the process.

Mary Ann will individually interview each team member asking the following questions:

- What do you value about coming to work here each day?
- What needs to change to allow you to enjoy coming to work, do a good job and go home at the end of the day with some energy left over?
- What are you willing to do differently to contribute to a better work environment?
- How should the team deal with problems (performance issues, personality clashes, conflict, or whatever may be a problem at your work) in the future?

Assess the need for education or awareness about improving psychological health and safety in the organization and if necessary set up a training session(s).

Create the plan document using the information that was gathered from interviews with employees.

Meet with the manager and the employees to review the plan and ensure a meeting of minds over the intent and the way it will be honoured.

The manager and employees use the plan to facilitate on-going conversations about work-related issues and to develop solutions where necessary.