



## Hollier and Hart

We help people have productive conversations about complex and difficult issues.

Our Principals, Fiona Hollier and Phillip Hart, are Nationally Accredited Mediators.

- Mediation
- Dealing with complex multi-party issues
- Conflict coaching
- Facilitation
- Community / stakeholder engagement
- Team development
- Strategic planning
- Group consultation and decision making processes
- Skills development.

We have supported a wide range of private and public sector organisations in achieving their goals.

For more information:  
[www.hollierhart.com.au](http://www.hollierhart.com.au)

## Contact Us

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We are based in Sydney, Australia, and undertake projects in regional and interstate locations.

## Getting staff back on track: Improving workplace relationships

Good staff performance comes from effective working relationships, mutual respect and team cohesion.

We help recover and re-build workplace relationships that have become strained.

### Mediation

As an impartial “third party”, we help people who are locked in dispute or conflict to express what they need in the situation, so they can make progress from where they are currently blocked.

Mediation is a flexible, confidential process that helps people to listen to each other and feel they have been heard. Together, they identify and explore the issues between them, generate and evaluate options for the resolution of these issues, and reach agreements where possible.

### Conflict coaching

Especially when people are unwilling to be in the same room together, we use conflict coaching to help people try to:

- manage their anxieties and frustrations
- prepare for a difficult conversation or mediation
- resolve their particular issues or disputes
- improve how they deal with conflicts.

Conflict coaching is a semi-structured series of 1-1 conversations that helps clarify the person’s thinking about the issues and expands their possible options.

### Help staff be ...

- ✓ more professional and motivated
- ✓ more co-operative and focussed
- ✓ less resistant and divisive.

### Team building

Sometimes, there is the opportunity to help staff develop their capacity to be effective team members.

Perhaps a recent incident has derailed the team, or there have been changes – newcomers, restructures, realignments. And sometimes, long-term behaviours need to be turned around.

A tailored program involving the whole team can help:

- improve people’s willingness and capacity to be effective team members
- clarify people’s understandings of expectations and requirements
- identify and address the risks and challenges faced by the team
- develop strategies to work coherently and consistently, especially where a team is widely dispersed across a number of locations.

### Skills development

We help people develop the skills and confidence to deal effectively with a wide range of situations.

Our programs are highly interactive and take advantage of the value of experiential learning. While the content has a sound theoretical framework, the material is very practical and focused on effective transfer of skills to the workplace.

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*A particular client services team had been very successful in the past, even winning prizes. Recently, there had been difficulties and tensions. These flared into an incident which split the team.*

*We helped reunite the team and reconcile the main protagonists.*