

WHAT'S GOING ON?: Refining case management with accurate diagnosis

David Moore, *Principal Consultant, Primed Change Consultancy*

As facilitators, we are invited to work with people to address a challenging situation and achieve a fair and constructive outcome. We need to choose an appropriate process, or combination of processes, to achieve that outcome. Evolving practice in dispute resolution, conflict management and planning has expanded the range of process options.

And as the range of process options has increased, so has the need for a sophisticated diagnosis of any presenting situation.

This is a further reminder that there is “nothing so practical as a good theory”. To intervene effectively, facilitators need:

- an understanding of the range of available process options, and
- frameworks for making a reasonably accurate diagnosis reasonably quickly.

In this workshop, we'll combine group discussion, specialist videos, and practical exercises to refine the skill of matching:

- Complex presenting situations with
- appropriate resolution processes