



Feature

Conflict Management Specialists

A Conflict Management Specialist holds a four year degree and the majors are not always specified for the degree. Sometimes the company requests prior legal experience in Conflict Management with skills in writing and communication. This position has become popular and training is now being offered by training companies and universities.

It has been noted by recruiters that Conflict Management is necessary for employees in many companies. It has developed into a career position for someone well trained in conflict to manage employee's disputes. Jobs offered for Conflict Management Specialists come with many different titles. Conflicts beyond the employee level can also be managed by Specialists. Here are some of the many titles under which Conflict Management Specialists find a need for their skills:

Human Resource Specialist: This job requires conflict management skills along with other Human Resource knowledge like interviewing, payroll and benefits. The position requires a degree and at least one year of Human Resource experience.

Field Employee Relations Specialist: The ER (Employee Relations) Specialist is responsible to the resolution of complex employee and manager inquiries that are primarily escalated through Customer Service Representatives. These inquiries will be related to:

- escalated employee relations inquiries,
- field investigations,
- one-on-one coaching,
- performance management, and
- conflict resolution

Response Management Escalation Specialist: This position researches and manages high level and critical customer/partner issues:

- Expertly detail the effects of customer/partner problems and necessary resolve. Then, apply the solutions for the company.

- Acknowledge the more delicate but difficult problems and at the same time respect the customer / partner positions during the Response Management escalation process.
- Identify systemic problems and help business owners to begin changes.

Dispute Resolution Specialist: Dispute Resolution is valuable in a business or corporation because the alternative choice is time consuming and costly. Mediations are delivered at a location agreed upon by both parties.

These are a few of the titles with a brief description that cues the job seeker it is a position in the field of conflict management.

Salaries for a Conflict Management Specialist are in the mid-range of \$66K. This job is done in a pleasant air conditioned environment. Much time is spent talking through problems in the company looking at both sides of the debate. Analytical and creative thinking is required to come up with agreeable solutions for both parties. The process of a give and take resolution or a compromise is best negotiated by the specialist who understands what is at risk. The first thing a good negotiator understands is it's always better to make a settlement outside of a legally involved dispute with lawyers in court.

Conflict Manager Specialists are needed in different aspects of a business. Many times Conflict Managers sit over disputes between employees. The goal is to help create a better work atmosphere in which employees can perform their jobs without dissention. Conflict Manager Specialists also work as liaisons between customers and the business. In these situations they



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sometimes handle escalating problems that require a quick and fair resolution. This can involve going through customer bills and invoices to solve billing disputes or the issue

could be dealing with company workers and the customer's expectations of the work promised. Whatever the dispute, the Conflict Manager Specialist is ready to do his job.

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