

Conflict Resolution Transformation

In many organisations outsourcing, or contracting out, has become the default strategy. However, results have frequently proved disappointing and customer-vendor relationships acrimonious. This Best Practice Forum asks why this should be and explores how outcomes can be improved.

Park Plaza County Hall Hotel,
London
Friday 14th March, 2008

Birmingham Business School
Best Practice Forum

Conflict Resolution Transformation - Best Practice Forum

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AGENDA

- 9:30 Registration and Refreshments
- 10:00 Welcome and Introduction
- 10:15 Conflict and Vendor Management: Mapping the issues
Chris Lonsdale
- 10:45 The Unravelling Contract: Why do so many outsourcing agreements go wrong?
Simon Scarrott
- 11:10 Transferring Risk Appropriately to Avoid Conflict: Evidence from UK public-private partnerships
Dominic Leadsom
- 11:50 The Heart Versus the Head: The role of emotion in dispute resolution
Peter Stewart
- 12:15 Roundtable with Simon Scarrott, Dominic Leadsom and Peter Stewart
Chaired by Glyn Watson
- 12:45 Lunch
- 1:30 Conflict Avoidance and Conflict Resolution: Modelling best practice
Glyn Watson
- 2:15 Embedding Best Practice in your Organisation
Chris Lonsdale and Glyn Watson
- 3:15 Round-up and Conclusion
- 3:30 Close



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