

# OUR COMMITMENT

## 01

### CLIENT DRIVEN

At GDI, we work from the premise that clients possess the knowledge that is essential to understanding and resolving their issues. Through our expertise, our clients access knowledge and develop skills that enable them to be self-managing and self-sufficient.

#### Examples

A large federal government department moved to develop an integrated conflict management system under the guidance of our professionals. Groundwork was laid for an organizational culture of collaboration through a multi-stakeholder development process that resulted in concrete and systemic change to organizational policies and structures.

In setting up a train-the-trainer workshop for clients in South East Asia, our professionals partnered with a member of the group to co-design and co-deliver the workshop, ensuring that recommendations for follow up came through his leadership and from participants. Participants worked in their own language under his leadership to develop final recommendations.

## 02

### STRATEGIC

We help clients optimize 'win-win' results by assessing their goals, the expectations and needs of stakeholders directly involved or affected, the feasibility of different approaches, and then tailoring practices, processes and training to respond appropriately.

#### Examples

A team of 70 educators was drawn into a conflict that polarized them. Our intervention included coaching for leaders, training for all team members, confidential mediations of certain interpersonal conflicts, and facilitated negotiation of critical issues for the entire group. The result was that the team moved beyond their differences and began to function in a constructive manner.

Our professionals delivered a leadership session to create awareness and commitment from senior labor and management around a national conflict management initiative. Group participants were reflective of the diversity and unique characteristics of the client organization. The session engaged active leadership, set the basis for decision-making, and explored leadership roles, responsibilities and commitment in implementation; provided information to assist senior decision-makers to understand what the Initiative meant for them and their constituencies, how it reinforced other corporate plans and initiatives and it fit within their broader operating context; and created common understanding and language around and support for the initiative.

## 03

### SUSTAINABLE

We advocate solutions that deliver long-term results by building shared understanding of issues, needs, and goals, and by improving the capacity of stakeholders to communicate and resolve issues. For projects or disputes with community impact, we encourage solutions that strengthen social and environmental responsibility.

#### Examples

Our professionals were brought in to mediate a volunteer multi-stakeholder Task Force set up to build community consensus on a highly contested real estate development. To develop common

ground and a safe environment for negotiation, our professionals led important preliminary sessions that included setting ground rules for communication with outsiders and the press. The parameters agreed to set the tone for two years of facilitated meetings, during which the Task Force cemented their ability to bridge differences. They continue to meet independently to monitor the real estate development on a voluntary basis.

Our professionals were selected to conduct a large-scale multi-party engagement planning process for a state-public partnership endeavor to create a formal plan for environmental, commercial, and social stewardship of a watershed.

## 04 LEADING PRACTICE

We deliver excellence by balancing innovation and established practices, while integrating insights from a variety of disciplines ranging from conflict management to law, cross-cultural studies, organizational development, and public administration.

### Examples

Working with an aboriginal group to develop a tribal justice system, our professionals took an approach of mutual learning and participatory community consultation, drawing upon traditional practices of circles and elders to synergize with other non-aboriginal practices such as focus groups to initiate justice programs responsive to community.

