**Conflict Resolution Record Form**

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| --- | --- | --- | --- |
| **Organization Name:** |  | **Department:** |  |
| **Date:** |  | **Reference No:** |  |

**Section 1: Employee Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Employee 1 Name | Sarah Johnson | Position/Title | Marketing Coordinator |
| Employee 2 Name | David Lee | Position/Title | Sales Executive |
| Supervisor/Manager | Linda Matthews |  |  |

**Section 2: Conflict Details**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date of Incident:** | 10 October 2025 | **Location:** | Marketing Office, 3rd Floor |
| **Type of Conflict:** | ☐ Interpersonal ☐ Work-related ☐ Policy-related ☐ Other: \_\_\_\_\_\_\_\_\_\_\_ | | |
| **Brief Description of Conflict:** | Disagreement between team members regarding project deadlines and workload distribution. | | |
| **Impact on Work/Team:** | Project delays and communication breakdown within the team. | | |
| **Type of Conflict:** | ☐ Interpersonal ☐ Work-related ☐ Policy-related ☐ Other: \_\_\_\_\_\_\_\_\_\_\_ | | |

**Section 3: Actions Taken Prior to Mediation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Action Type** | **Description** | **Date** | **By Whom** |
| Informal Discussion | Manager spoke individually with both parties. | 08-Oct-2025 | Linda Matthews |
| Adjustment Attempt | Suggested revised task allocation. | 09-Oct-2025 | Linda Matthews |

**Section 4: Mediation Session**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date of Mediation:** | 10-Oct-2025 | **Mediator Name:** | HR Officer – Tom Reynolds |
| **Summary of Discussion:** | Both employees agreed miscommunication caused misunderstanding. Clarified responsibilities and future communication protocol. | | |
| **Resolution Outcome:** | ✅ Agreement Reached ☐ No Agreement | | |
| **Details of Agreement:** | Weekly check-in meetings to be scheduled; shared task tracker to be used for project updates. | | |

**Section 5: Follow-Up Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Follow-Up Date** | **Purpose** | **Responsible Person** | **Remarks** |
| 17-Oct-2025 | Review progress on task tracker usage | HR Officer | Pending |
| 31-Oct-2025 | Evaluate team collaboration improvement | Manager | To be reviewed |

**Section 6: Signatures**

| **Name** | **Designation** | **Signature** | **Date** |
| --- | --- | --- | --- |
| Employee 1 |  |  |  |
| Employee 2 |  |  |  |
| Mediator/HR |  |  |  |
| Supervisor/Manager |  |  |  |