The Sandbox System™,

2023 Conflict Resolution Impact Survey

As we grow, we want to understand the long term impact that our clients experience after completing Step 1 of the Sandbox System™ - Conflict Resolution. Surveying clients from the past three years revealed valuable insights. Some teams enjoyed virtual sessions, while most met in-person for a variety of reasons, including mediating team conflict, enhancing authentic conversation and team dynamics, or just to reconnect relationships from the fall-out of the pandemic and constant change that fragmented teams.

↓ DECREASE

Clients who followed the prescribed process experience reduced absenteeism, employee turn-over, grievances, investigations, and need for legal support. The high cost of corporate conflict is reduced for our clients, and those profits can be used for better things.

> "Grievances have dropped significantly."
>
> Ben LaPierre, Mine Engineering Lead - Glencore

↑ INCREASE

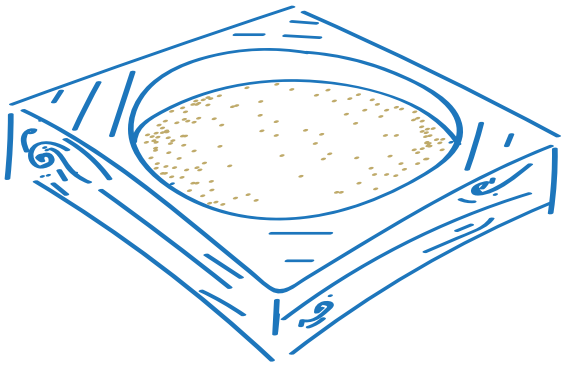
What has increased is good communication, and the fostering of a culture of candor (open and honest expression), where team members are taking responsibility to make relationships work using their new-found communication skills and digging in to resolve issues rather than filing formal complaints.

> "The Sandbox Session is a unique opportunity for a group of individuals to openly discuss conflict - both current and past. Individuals have a forum whereby all members are open to not only listen, but hear, what is being said by particular individuals. In the end, there is communication among participants and an understanding of each other's interactions. I would highly recommend using this approach to build a stronger team spirit and better respect between team members."
>
> Stan Gorzalcynski, President and CEO - WABI Iron & Steel

We implement accountability tools into our process to ensure that new commitments and outcomes from the session are established to help those involved gain traction and create new habits. The caveat here is that the team members involved must do the work, follow the plan, and be balanced with empathy and accountability to stay the course.

The first step to peaceful, profitable relationships in the workplace is conflict resolution.

> "The Sandbox session gave staff the tools to address conflict and agree on principles moving forward. It became a good process for holding people accountable and grounded interactions in these principles when things starts getting difficult."
>
> Nancy Lafrance Rich, Director of Service - CAS



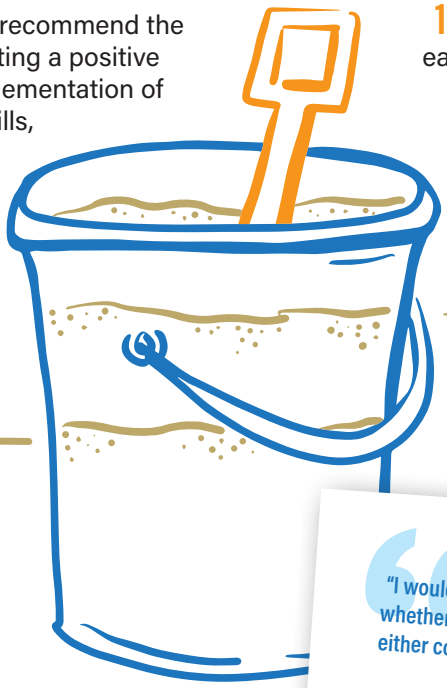
Our process resolves workplace conflict, improves team dynamics, and turns difficult conversations into healthy debates. Our survey results show:

100% of respondents would recommend the process to their colleagues, citing a positive change in the quality and implementation of new-found communication skills, as well as better ownership and responsibility to resolve issues rather than filing complaints of harassment or discrimination.

100% of respondents feel their team holds each other accountable more effectively, and as a result has noticed an increase in the productivity of their team.

88% of respondents experienced an increased ability of team members to deal with their conflict, on an improved foundation (good or very good) of communication and productivity.

75% of respondents experienced a reduction in absenteeism as well as avoided the need for grievances, mediation, investigations, or legal intervention.



> "I would highly recommend the Sandbox session to any team whether functioning well, or completely dysfunctional. In either condition, the net result will be a stronger team."
>
> Stan Gorzalcynski, President and CEO - WABI Iron & Steel

Sustainable Development Goals:

Our sustainable development goals are peace, justice, and strong influence. We want to thank all our clients and their teams, who rolled up their sleeves to PLAY NICE in the Sandbox with us. We recognize that it's not easy, and that authenticity and vulnerability can be intimidating elements in our professional lives, but I'm sure you'll agree that anything worth having, (like peace, productivity, and profit) is worth working for. We want to thank those who trusted us along the journey, and who took the time to complete our survey.

> "Penny is excellent at breaking down communication barriers. She opened up doors of communication among the supervision and leadership teams that have never existed. The sandbox experience has left a lasting impression and improvement on the team."
>
> Hillary Allard, WSIB, Training, Safety Manager - Columbia Forest Products

SANDBOX SYSTEM™ Impact Benefits

POSITIVE CHANGE AND CONFLICT MANAGEMENT: All clients (100%) who completed the Sandbox System™ reported experiencing positive change within their team. Additionally, 88% observed an increase in their team's ability to manage and resolve conflicts effectively.

HIGH RECOMMENDATION RATE: 100% of clients who completed the Sandbox System™ would recommend the process to their colleagues.

COMMUNICATION AND PRODUCTIVITY: A substantial 88% of clients who completed the Sandbox System™ reported improvements in team productivity. Every client (100%) noticed an improvement in the quality of communication within their team.

REDUCTION IN NEGATIVE WORKPLACE BEHAVIORS: There was a significant reduction in instances of conflict, harassment, and bullying, as reported by all clients (100%) who completed the Sandbox System™. This improvement has also led to the prevention of formal complaints related to harassment or discrimination.

DECREASE IN ABSENTEEISM: 75% of clients who completed the Sandbox System experienced a reduction in absenteeism, indicating a healthier and more engaging work environment.

INCREASED PRODUCTIVITY AND ACCOUNTABILITY: All clients (100%) who completed the Sandbox System observed an increase in team productivity and a more effective approach to mutual accountability within their teams.

CONFLICT RESOLUTION: 75% of clients who completed the Sandbox System were able to resolve conflicts at the team level that previously would have required external intervention, such as formal mediation or legal actions.

> "Two individual team members that had the most conflict in the team used the session to get rid of any hostility or animosity towards each other. At the end of the session these two individuals mutually got past any conflicts and gave each other one big HIGH FIVE. Thanks again for all the help Penny."
>
> Ben LaPierre, Mine Engineering Lead - Glencore Nickel Rim South

Book a Discovery Call today to find out how a Sandbox Session can benefit your team.

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