

G-CLOUD 14



CAJA

CAJA LTD

# SERVICE DEFINITION DOCUMENT

# NEGOTIATION, MEDIATION & CONFLICT MANAGEMENT



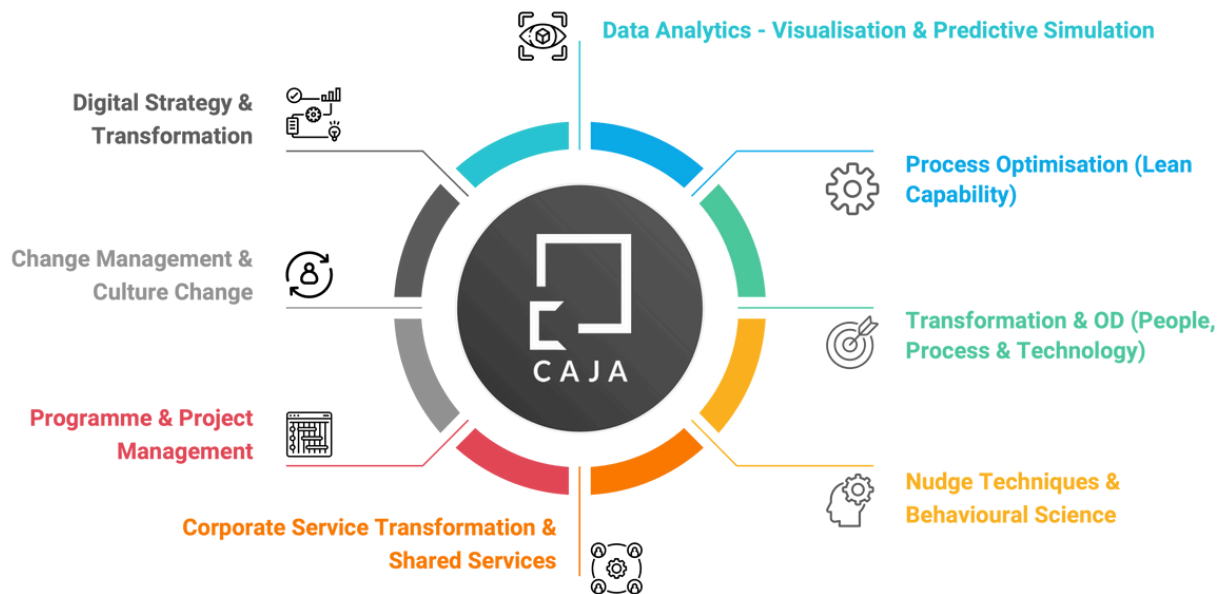
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## What We Are and What We Do

Caja is an innovative business transformation consultancy, located on Keele University Science Park. With a profound focus on organisational optimisation, (strategy, Process, Technology & People) business & digital change, for successful evidenced based outcomes, our expertise is underpinned by robust governance and programme management, data & behavioural science, challenge, knowledge sharing, and transfer.

WHO ARE  
**CAJA**



Our collaborative approach begins with a deep understanding of your vision and goals, delving into the intricacies of your environment and organisation, and ensuring that there is a shared understanding of your strategic priorities.

Our experienced senior resources are leaders in their respective fields, pooling a breadth and depth of knowledge and experience from across the private and public sectors. Our directors, all of whom have previously held senior roles in large global professional services, outsourcing and transformation businesses, manage the Caja community and are dedicated to ensuring that all our clients receive consistent high-quality outcomes, underpinned by robust quality assurance frameworks.



### Vision

Our vision is to be the industry leader in business transformation, continually setting benchmarks for innovation and excellence in service, impacting a broad spectrum of industries including public, private, health, and education sectors.



### Mission

Caja is committed to driving sustainable transformation and solving complex problems through innovative, tailored solutions that combine people-led processes and advanced technology, enhancing business success across diverse sectors.

Caja leverages the expertise of over 140 business consultants across various industries to offer a robust alternative in the market, driving real and sustainable change.

Our entrepreneurial spirit fosters strategic technology partnerships in areas like digital transformation, AI, robotics, and cybersecurity.

Our team's vast experience spans local and central government, the charitable sector, and private industries, aligning organisational capabilities with strategic visions.



## OUR EXPERIENCE

At Caja, we pride ourselves on crafting tailored solutions that drive success and innovation. The following case studies are a testament to our strategic approach, showcasing the significant impacts we have achieved in partnership with our clients. Each example highlights our commitment to transformative solutions and the real, measurable benefits our clients have experienced.



**Behavioural Science  
in Primary Care**



**ERP Business Case  
Development**



**Adult Social Care  
Transformation  
Programme**



**Corporate Technology  
Programme**

For more information and case studies - please visit <https://www.cajagroup.com/experience/>



## NEGOTIATION, MEDIATION & CONFLICT **MANAGEMENT**

Caja recognises the need for organisations to be proactive in preventing and effectively managing conflicts within the workplace. Our conflict management, mediation, and negotiation services are designed to assist organisations in handling these challenging and time-consuming issues. Our approach focuses on de-escalating conflicts and resolving issues with minimal disruption, ensuring a harmonious work environment.

Our service features include a structured 9-step escalation model that guides the conflict resolution process, ensuring systematic and effective handling of disputes. We provide training on 'Having Difficult Conversations,' which equips individuals with the skills to address conflicts constructively. Our services also emphasise effective communication techniques that are

crucial for clarity and understanding in tense situations. We offer professional mediation services to facilitate mutually agreeable outcomes, along with negotiation skills training to enhance the ability of staff to secure win/win solutions. Additionally, our conflict management skills training helps individuals recognise, address, and resolve conflicts early and efficiently. Leadership development is also a key component, ensuring that leaders can foster a positive and inclusive organisational culture.

The benefits of engaging with our conflict management services are significant. They enable effective proactive management of disruptions across the organisation, helping maintain operational continuity. Our approach provides clarity on acceptable behaviours within the organisation, establishing a clear code of conduct and expected norms. By employing win/win strategies, our services reduce stress levels, anxiety, and absences, which in turn impacts productivity and reduces the cost of absenteeism. Furthermore, our emphasis on early mediation can significantly reduce the costs associated with tribunals and other legal proceedings. Overall, Caja's services ensure that conflicts are managed with professionalism and care, fostering a more positive and productive work environment.

## Standards for Consultancy Day Rate Cards

- **Consultant's Working Day** - 8 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding national holidays
- **Office Hours** - 9am to 5pm
- **Travel and Subsistence** - Included in day rate within 30 miles of Caja Ltd Head Office in Keele. Payable at departments standard T&S rates outside this area of travel
- **Mileage** - Payable at department's standard T&S rates
- **Insurance Included** - Professional indemnity, employers liability and public liability included in day rate

## OUR PRICING

	FOLLOW	ASSIST	APPLY	ENABLE	ENSURE/ ADVISE	INITIATE/ INFLUENCE	SET STRATEGY/ INSPIRE
Strategy & Architecture	£473	£578	£840	£998	£1,260	£1,575	£1,995
Business Change	£473	£578	£840	£998	£1,260	£1,575	£1,995
Solution Development & Implementation	£473	£578	£840	£998	£1,260	£1,575	£1,995
Service Improvement	£473	£578	£840	£998	£1,260	£1,575	£1,995
Procurement & Management Support	£473	£578	£840	£998	£1,260	£1,575	£1,995
Client Interface	£473	£578	£840	£998	£1,260	£1,575	£1,995

*All rates are exclusive of tax and subject to individual discussions with clients. Caja Management team reserves the right to change these rates at any time.*





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