



Are you looking for ways to enhance work performance and productivity, improve employee morale, and develop the skills necessary to resolve workplace disputes? The Workplace Conflict Consultation Program offered by the Office of Employment Dispute Resolution (EDR) at the Virginia Department of Human Resource Management is an alternative, informal, and confidential resource for Virginia state employees and agency management seeking assistance with the most common types of workplace conflicts such as communication, trust, respect, and management/work style difficulties.

This program offers four cost-effective, early intervention services:

- Mediation
- Conflict Management Coaching
- Group and Individual Consultations
- Conflict Management Training

*"I really appreciated all that EDR did to make peace through its incredible program management," [especially given the sensitive nature of the conflict the agency faced]."*

-Agency Mediation Coordinator

**94%**  **OF MEDIATIONS RESULT IN VERBAL OR WRITTEN AGREEMENTS**

## Workplace Conflict Consultation Program

*Offered by the Office of Employment Dispute Resolution  
Virginia Department of Human Resource Management*

### Mediation

Mediation is a powerful tool that involves the intervention of a neutral party to help participants express, identify, and resolve issues contributing to their conflict. EDR conducts two, three, and four-party workplace mediations free of charge to state agencies. Statewide mediations are conducted by one or two of EDR's 15 trained and Virginia Supreme Court certified mediators either virtually or at an agency's preferred location.

### Consultations

For more complex issues of workplace conflict, EDR will conduct individual or group consultations with state employees or agency managers to listen carefully to the concerns presented, assist in analyzing the causes of conflict, and develop strategies and resources for addressing and responding to the issues. These consultations are ideal for interpersonal, organizational, evaluative and/or peer relationship workplace conflicts. To schedule a consultation, please contact the EDR AdviceLine.

### Conflict Management Trainings

EDR offers a variety of conflict management skill building courses to provide the skills to properly and more effectively address and manage conflict. All classes are offered virtually or an agency may request a training to be scheduled onsite at the agency's location.

*"for the first time in a long time, at least 8 months, I was heard by someone else who could offer suggestions to resolve issues."*

-Beneficiary of EDR Program

**100% RATE**  
**COACHING**  
**SUCCESS**

### Coaching

EDR's virtual conflict management coaching is designed to help an employee better understand the way one typically responds to workplace conflict. EDR's conflict coach utilizes either a Conflict Dynamic Profile or Emotional Intelligence Workplace and Leadership assessment tool to identify the employee's development opportunities. The conflict coach then helps the employee create an action plan which outlines goals and sets target dates.

*... "extremely thankful for the solid advice, the kindness, and the feeling of satisfaction knowing I am working toward resolution of my workplace problems."*

-Satisfied Employee

**EDR has VIRTUAL classes NOW AVAILABLE!**

- Handling Workplace Conflict Effectively
- Value-Based Conflict in the Workplace
- Intergenerational Conflict in the Workplace
- Constructive Communication Skills
- The Importance of Emotional Intelligence
- Nonverbal Communication Skills
- Building Trust