

Office of Employment Dispute Resolution

Virginia Department of Human Resource Management

A confidential resource for your workplace concerns

DHRM's Office of Employment Dispute Resolution offers a variety of services to help state employees, managers, and human resources personnel resolve conflict in the workplace at the lowest possible level.

The **AdviceLine** is available to any state employee who is experiencing an employment-related conflict. EDR's Consultants take the time to listen to the caller's concerns confidentially, help identify the issues, provide information, and give referrals to other available resources as necessary. For more complex issues of workplace conflict, EDR will conduct one-hour scheduled confidential phone consultations with a staff specialist.

Conflict coaching is intended to help an employee better understand the way he or she typically responds to workplace conflict. EDR's conflict coach utilizes either the individual or the 360 Conflict Dynamic Profile assessment tool to identify the employee's most problematic areas. The conflict coach then helps the employee create an action plan, which outlines goals and sets target dates for improvement.



Mediation is a voluntary and confidential process in which neutral, third-party mediators assist state employees who are experiencing a work-related conflict in exploring their differences, expressing their thoughts and feelings, and developing their own solutions. EDR's trained and Virginia Supreme court certified mediators conduct mediations free of charge for groups of up to four at an agency's preferred location.

EDR offers **training** on conflict management and the grievance procedure in order to give state employees the tools to properly and more effectively address and manage workplace conflict. Agencies may request EDR to come to their location to conduct a specific training onsite. Open registration courses are also periodically available.

EDR is the neutral administrator of the state employee **grievance procedure**. Non-probationary classified state employees may use the grievance procedure to bring their work-related concerns to management and, in some cases, to be heard by an independent hearing officer.

(888) 23-ADVISE

<http://www.dhrm.virginia.gov/edr>