



**CONFLICT MANAGEMENT COURSE OFFERINGS**

**Value-Based Conflict in the Workplace**  
(1 hour training)

Through the use of an individual workplace values inventory assessment, participants will gain a better understanding about potential sources of workplace conflict for them. Participants will also learn how conflict works in theory, explore methods for working through conflicting workplace values, and learn how to effectively communicate with others about their workplace concerns.

**Handling Workplace Conflict Effectively**  
(3-5 hour training)

In this workshop, participants will undergo individual conflict dynamic assessments in order to learn how to improve upon their conflict management skills, how their hot buttons can trigger conflict in the workplace, and how to have crucial conversations about conflict with colleagues in the workplace. Participants will be introduced to the sources of conflict in the workplace as well as what constructive and destructive responses to conflict they may exhibit. Participants will also obtain strategies for increasing their communication skills to better address a disagreement, dispute, or conflict when it arises with other members of their team. (Please note that there is a cost per individual associated with completion of the assessments to be paid in advance by the employee's agency.)

**Intergenerational Conflict in the Workplace**  
(1.5 hour training)

Participants will learn about the various generations that make up today's workforce and how generational differences may lead to workplace conflict. By exploring common ground and workplace values, participants will practice constructive methods for working through their differences and understand the benefits of embracing diversity and inclusion in a multi-generational workforce.

**Nonverbal Communication Skills**  
(1 hour training)

93% of communication is nonverbal and this course explores how employees need to be mindful of their nonverbal gestures and tone of voice when conveying workplace messages. Employees learn how nonverbal communication may be perceived by others and how this can impact overall team dynamics and interpersonal relationships in the workplace.

**Constructive Communication Skills**  
(2 hour training)

This course helps participants discover the skills essential for successful verbal and non-verbal communication and learn how to deliver messages clearly and effectively. Participants will learn how to read and interpret non-verbal cues as well as practice PEACE-keeping conflict resolution steps as a method of enhancing their communication skills in the workplace.

**ADDITIONAL CONFLICT MANAGEMENT COURSES AVAILABLE**

**Building Trust** (30-minute lecture)

**The Importance of Emotional Intelligence** (45-minute lecture)

Other than Handling Workplace Conflict Effectively, EDR provides the above courses virtually or at an agency's site at **no charge**, with the exception of the trainer's travel-related expenses, consistent with state travel regulations. Contact EDR at 1-888-232-3842 for more information. EDR generally requires a group of at least 15 employees to conduct a session.



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## ADDITIONAL COURSES AVAILABLE

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**Workplace Dispute Resolution Services Overview** | [Available Online](#) (20 minutes)

This program provides an overview of the workplace dispute resolution tools provided by the Office of Employment Dispute Resolution (EDR). Section 2.2-3000(B) of the Code of Virginia requires agencies in the Executive Branch to promote the services of EDR. This program is meant to help agencies familiarize employees with EDR and its services and is required for all employees.

**Understanding and Using the Grievance Procedure** | [Available Online](#) (1 hour)

Learn the fundamentals of using the grievance procedure to resolve workplace disputes.

Required for supervisors.

**Enhancing Management's Response to Employee Grievances** (less than 3 hours)

Discuss issues and best practices involving the performance of duties of a step-respondent and the agency's handling of grievances.

**Best Practices in Employee Discipline and Discharge** (3 hours)

Address crucial disciplinary and discharge issues through lecture, discussion and case studies. Topics will include: the role of documentation in disciplinary actions; due process; the essential elements of a pre-disciplinary investigation; selecting the appropriate level of discipline; the need for consistency in applying the Standards of Conduct; and the important role of Human Resources in the disciplinary process.

**Essential Topics in Employee Discipline and Grievances** (3- 4 hours)

Combines the most critical aspects of EDR Best Practices in Employee Discipline and Discharge and Enhancing Management's Response to Employee Grievances courses that supervisors and managers should know.

**Basic Grievance Hearing Skills** (3 hours)

Participants will learn about the grievance hearings process and the role of the advocate in presenting a party's case effectively at a hearing. The training will include discussion and demonstration. Potential modifications to the course can be made based upon the needs of the group, including a longer training with more participant-performed duties.

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**Office of Employment Dispute Resolution  
Department of Human Resource Management**

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