



Virginia Department of  
**HUMAN RESOURCE  
MANAGEMENT**



## EMPLOYMENT DISPUTE RESOLUTION

*A Confidential Resource for Your Workplace Concerns.*

- Mediation
- Conflict Management Coaching
- Emotional Intelligence Coaching
- Individual Consultations
- Small Group Consultations
- Conflict Management Webinars
- AdviceLine

*"EDR's coach is top notch!"*  
- Agency Employee Relations Manager

*"Excellent! Thanks so much...I can tell you that all [the staff] I have asked about it have been very positive and are growing from the time with you both. Exactly what we were looking for!"*  
- Agency Head

*"This was a great experience and I appreciate the opportunity to take advantage of this service. My coach was on point with guiding me through positive changes to assist me in becoming a better leader."*  
- FY21 Coaching Participant

## Workplace Conflict Consultation Program

EDR's Workplace Conflict Consultation Program is an integrated conflict management program that provides the state workforce with specialized services to effectively address workplace conflict on their own and without resorting to outside complaint procedures.

At a fraction of private sector alternatives, this program's innovative approach of coupling a statewide mediation program with four additional proactive, early intervention services ultimately alleviates workplace conflict to allow agency managers and state employees to focus more time and effort on service delivery for the Commonwealth and its citizens.



EDR administers the Commonwealth's statewide workplace mediation program, which is a voluntary, confidential process through which EDR mediators assist state employees with expressing their thoughts and feelings associated with workplace disputes in a safe, nonjudgmental environment. This service enables employees to explore their differences and develop their own resolution to their workplace concerns. Virtual mediation services are available to all state employees and are free of charge.

EDR also offers virtual conflict management and emotional intelligence coaching services. By utilizing appropriate assessment tools, an employee will better understand their responses to workplace conflict, their most problematic areas, and develop an action plan for improvement with guidance from a trained EDR coach during 4 to 5 coaching sessions.



### 100% COACHING SATISFACTION

100% of coaching clients rated their coaching experience 4.8 or higher on a 5-point scale



### 97% MEDIATION SATISFACTION

97% of FY21 mediation participants rated their overall mediation experience good or better



### 70% INCREASE IN EDR COACHING SERVICES DEMAND

Despite the pandemic, agency demand for virtual EDR coaching services increased by 70% in FY22

For more complex issues of workplace conflict, EDR will conduct one-hour scheduled confidential consultations with a state employee, agency manager or a small group 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.

EDR offers a variety of conflict management webinars to provide the skills to properly and more effectively address and manage workplace conflict, including:

- *Value-Based Conflict in the Workplace*
- *Handling Workplace Conflict Effectively*
- *Intergenerational Conflict in the Workplace*
- *Nonverbal Communication Skills*

EDR also provides an employee hotline for employment-related issues to state employees, human resource professionals, supervisors, managers, or anyone else in state government through the AdviceLine. Calls to the AdviceLine are confidential, toll-free, and callers may remain anonymous if they so choose. (1-888-232-3842)

*"This coaching rejuvenated me...having positive support for myself made me feel better about myself and I get very little of that. This is something that could be a benefit to all Directors, especially during a time when we have been so isolated."*

- FY21 Coaching Client

*"The mediator did a great job of helping us hear each other without inputting personal thoughts – that allowed it to go very well. I learned a lot and am thankful for being able to do it. This process was great."*

- FY21 Mediation Participant

*"Our mediator had a clear knowledge of this area of work. It was good to hear the theory on conflict and name the type of issue we were having. The priority discussion around value-based conflicts was very enlightening. I was worried about it being useful, but I was surprised and expectations exceeded."*

-FY21 Mediation Participant

*"I believe that this service provided by EDR is valuable for nearly all supervisors."*

-FY21 Coaching Client

*"At each step of the process and for each activity, the coach's communication was easy to understand and follow. She spaced out the sessions to allow for long-term, sustainable professional development and learning. She provided guidance on conflict resolution and performance management that is easy to implement."*

- FY21 COACHING CLIENT