



# Workplace Conflict Consultation Program

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

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 Coaching
- Consultations
- Conflict Management Training

## 83% OF MEDIATIONS RESULT IN VERBAL OR WRITTEN AGREEMENTS

*"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]."*

-Affirmation of a State Agency Mediation Coordinator

### Mediation

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 49 trained and Virginia Supreme Court certified mediators at an agency's preferred location.

### Consultations

For more complex issues of workplace conflict, EDR will conduct one-hour scheduled confidential phone consultations with a state employee or agency manager 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 at 1(888) 232-3842.

### 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, including:

- Conflict Management 101
- Handling Workplace Conflict Effectively
- Constructive Communications Skills

**98% RATE THEIR MEDIATION A SUCCESS**

### Conflict Coaching

EDR's conflict coaching is designed to help an employee better understand the way s/he 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 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

*... "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