



HR Highlights June 2021

What is Remedial Conflict Management Coaching?

Remedial conflict management coaching is a strategy devised by the Office of Employment Dispute Resolution (EDR) to help agencies with the remediation of problematic conflict management behaviors that may be interfering with an employee's organizational performance. This type of confidential coaching service helps an employee bridge the gap between their own destructive actions and the potential impact and consequences their actions may have on others in the workplace in a manner that is empowering, yet corrective.

A combination of conflict management and emotional intelligence assessments create the coaching framework and reflect the employee's current level of emotional intelligence as well as how they constructively or destructively respond to workplace conflict when triggered. The confidential feedback report also reveals how others perceive those behaviors in the workplace, what strengths an employee can further enhance, and where their development opportunities exist. EDR's coach then guides the employee in action planning sessions where specific goals are set within the development opportunities. Unlike EDR's voluntary workplace mediation program, mandatory participation in EDR's remedial conflict management coaching is an agency option and most often is mandated in response to the agency's identification of conflict behaviors perceived by the agency as needing immediate change. Although the agency is financially responsible to reimburse EDR for the assessment tools utilized, all of the virtual coaching sessions are free of charge. See more about the program [here](#).