

EDR's Workplace Conflict Consultation Program

A Confidential Resource for Your Workplace Concerns

Research shows that a typical manager spends 20-40% of their time during a work week, the equivalent of one to two days a week, dealing with workplace conflict. When conflict is mismanaged, quantifiable costs such as absenteeism, grievances, loss of employees, and lawsuits as well as non-quantifiable costs such as poor decision making, lost opportunities, and a diminished quality of working relationships will occur within an agency. In short, productivity lags when workplace conflict exists. However, the reality is workplace conflict is inevitable; it cannot, nor should it be completely avoided. Out of conflict comes opportunity, especially when employees respond to conflict constructively. Furthermore, the manner in which a supervisor handles internal workplace conflict will send strong signals to those around them. Most importantly, if constructive engagement is modeled by a supervisor, it will establish credibility in the supervisor as a competent leader and will encourage employees to follow suit.

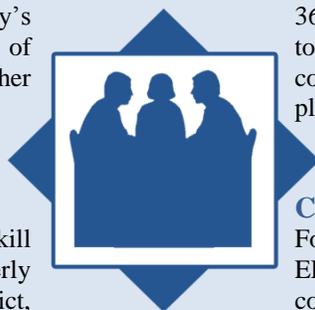
The **Workplace Conflict Consultation Program** at the Office of Employment Dispute Resolution (EDR) at the Virginia Department of Human Resource Management offers four cost-effective, early intervention services to help supervisors and employees manage their workplace conflict more constructively:

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. If your agency is in need of group facilitation, please contact EDR for further information.

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*, and *Constructive Communication Skills*. Agencies may request EDR to come to their location to conduct a specific training onsite. Open registration courses are also periodically available.



Conflict Coaching

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 Dynamics Profile assessment tool to focus on areas for improvement. The conflict coach then helps the employee create an action plan outlining goals and setting target dates.

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 interpersonal, organizational, evaluative and/or peer relationship workplace conflicts.

If you are looking for ways to enhance work performance and productivity, improve employee morale, and develop the skills to resolve workplace disputes, contact EDR today at:

888-23ADVICE
www.dhrm.virginia.gov/edr