

Coordinated Conflict Resources

Who	Focus	How it Presents	Service/ Product
ADR Ann McBroom 263-2430 Kathleen Nichols 263-2432 Polly Davis 263-2436 Doug Nathan 263-2434	Conflict prevention, Conflict reduction, Conflict resolution for interpersonal, groups and formal complaints.	-requests for service -Formal complaints -Lawsuits -grievances -Allegations -Workplace disruption: absences, low productivity, tension, friction, employee complaints to supervisors, gossip, triangulation, etc.	Facilitation Facilitate meetings as a preventative strategy for potentially controversial issues. Training Design and deliver customized training – focusing on conflict resolution and communication training. Conflict Mapping Gather information through individual interviews and surveys and provide a report back identifying issues at the root of conflicts in work groups. Conflict Management Comprehensive strategies to address conflict in the workplace. Team Rebuilding/workplace repair Assist groups in recovering from the results of long term unresolved conflict. Conflict Coaching Coaching for individuals and supervisors who want to manage the conflict without outside assistant. Community Engagement Design and facilitate community meetings. Mediations Conflict resolution for interpersonal issues, formal complaints and litigation. Facilitated Conversations Informal assistance from a neutral third party to improve relationships.
Training and OD Chuck Davis 477-3267 Bill Wells 477-3268	Effective team functioning; team development; group process; strategic and business planning; process improvement	Requests for Training or Organization Development	Training Design training needs assessments; develop competencies; identify skill gaps; design, deliver and evaluate training to address skill gaps and to meet strategic needs of organization Team Facilitation: strategic planning; effective teams; process improvement; cross- functional team improvement; Change management; leadership development; problem solving/ decision making; (non-severe conflict) Project Mgt: Development of charter; scope, schedule; developing charters and assembling project teams; managing projects from inception to close out or maintenance.
EAP Pam Wyss 477-0631		Requests for services Mandatory referrals (call first)	Short term counseling Mgt consultation & coaching (eg: employee performance) Facilitation for conflict resolution

<p>Tony Hansen 477-0632</p>		<p>DOT drug/alcohol assessment Complaints Aberrant behaviors Threat assessments Primary use is for work-related/ performance problems</p>	<p>Training/presents Critical incident coordination/response Assessment and referral</p>
<p>Disability Services Jeff Casem 477-3353</p>		<p>Accommodation requests, performance & disability, attendance & disability, medical leave</p>	<p>Consultation on accommodations (temporary or permanent), medical leave, medical clarification, medical separations</p>
<p>Career Support Services Teresa Roscoe 477-3270</p>		<ul style="list-style-type: none"> -Requests for service -Grievances -Lawsuits -Formal complaints -Informal complaints -Performance problems -Attendance issues 	<p>In relationship to layoffs, job search and career development: Skills Assessments -Training -Facilitation -Alternative placement -Competency development -Skills development</p>