



Human Resource Services

Conflict Resolution for Employees

- Conflict resolution is a collaborative problem-solving process to successfully manage conflict.
- It is designed to preserve and enhance the relationship among disputing parties.
- Conflict resolution often involves helping the parties understand their own perception of conflict and how it may be contributing to, or affecting the workplace.
- The employees are voluntary participants. They are responsible for the outcome of their resolution.

Resolving Employment Disputes

<p>The goal of dispute resolution is to create an environment and process to better understand the issues in dispute.</p>	<p>The objectives of dispute resolution are to:</p> <ul style="list-style-type: none"> ▪ Improve listening and communication skills. ▪ Identify specific issues and interests. ▪ Develop creative options for resolution. ▪ Encourage agreement (when possible). ▪ Implement practical resolution(s). ▪ Develop mechanisms for the parties to address future problems.
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Role of the Mediator

<p>The role of the mediator is to establish rapport, and instruct participants of ground rules.</p>	<p>The mediator:</p> <ul style="list-style-type: none"> ▪ Explains the nature of the process—that it’s voluntary, participants explore possible settlement, that it is informal with no rules of evidence. ▪ Is impartial and is not an advocate or representative of any party. ▪ Will not place blame, but will assist in reaching a common solution. ▪ Maintains confidentiality.
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The Process

<p>When a dispute develops between employees that interferes with either their work performance or affects the work environment, and the dispute cannot be resolved, there are several ways the process of conflict resolution may begin.</p>	<ul style="list-style-type: none"> ▪ An employee may contact their union or supervisor and request conflict resolution. ▪ A union representative may suggest conflict resolution to the employee(s). ▪ An employee may call to the Conflict Resolution Referral line, _____, and request assistance. ▪ A member of the Conflict Resolution Team will contact the persons involved in the dispute, the union, and the district for approval.
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