

INTERVENTION SERVICES

Intervening in High Conflict Situations in the Workplace

WORKPLACE MEDIATION

Acting as an impartial third party, we can help you work through conflicts involving:

- ♦ Sexual harassment ♦
- ♦ EEO Claims ♦
- ♦ Interdepartmental Disagreements ♦
- ♦ Supervisors and Employees ♦
- ♦ Co-workers ♦
- ♦ Merchants and Customers ♦

GROUP FACILITATION

As an impartial outsider, we are strategically placed to facilitate:

- ♦ Groups in Conflict ♦
- ♦ Challenging Meetings ♦
- ♦ Development of Group Standards ♦
- ♦ Strategic Planning ♦
- ♦ Team building ♦

ONE-ON-ONE CONFLICT COACHING

We can give our undivided attention to an employee or manager to improve:

- ♦ Conflict Resolution Competency ♦
- ♦ Communication Skills Development ♦
- ♦ Customer Service ♦
- ♦ Effective Team Membership ♦

ORGANIZATIONAL CONSULTATION

We can help you identify when independent conflict situations are a symptom of systemic or cultural organizational issues using:

- ♦ Organizational Analysis ♦
- ♦ Qualitative Evaluation ♦



Mediation Works

A Community Dispute Resolution Center, Inc.