

# **Conflict Management Program**

## **What is the Conflict Management Program?**

CMP is a comprehensive Agency-wide program designed to provide NASA managers, supervisors, and employees with effective tools to more strategically address workplace conflicts through early engagement in conflict resolution discussions, without the need for third-party intervention.

CMP will encompass:

- Center-by-Center needs assessment of issues around workplace conflict
- Training for managers, supervisors, and employees to develop trust-building, enhanced communication, collaborative problem-solving, and conflict resolution skills and strategies
- Center EEO Staff training and ADR Team training
- Completion of review of current Center and Agency EEO ADR Programs to establish a consistent policy and procedural framework

## **What are the Next Steps?**

- Conduct CMP Assessments at the NASA Centers
- Conduct on-going Conflict Management training for managers, supervisors and employees at the NASA Centers
- Conduct ADR Team and EEO staff training sessions at the remaining Centers
- Pilot one-on-one conflict management assistance at HQ and in the future offer it at the other NASA Centers
- Complete the evaluation of Agency and Center EEO ADR programs and develop an Agency-wide policy and procedural framework

## **What are the Expected Outcomes of CMP?**

- A proactive approach to reduce institutional risks and costs, associated with formal complaint processes such as EEO
- Expanded use of resolution skills to prevent and manage conflict, with benefits beyond EEO
- Strengthened partnerships among EEO, HR, legal and other stakeholders
- An institutionalized framework for conflict management that provides for consistent EEO ADR Agency and Center policy directives and procedures
- Greater utilization of the EEO ADR program when third-party intervention is necessary