



Who Can Ask for CRP Services?

All USDA Research, Education and Economics (REE) employees may request assistance through CRP to seek early resolution of workplace conflicts. CRP services are customer driven and available upon request. CRP also provides communication training/group intervention tailored to specific organizational needs.

Contact CRP for more information today!

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ODEO/programs.htm



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Equal Opportunity

Cooperative Resolution Program



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What is Workplace Conflict?

Conflict is an inevitable part of everyday life. Conflict is created when we feel that others are imposing their needs, wants, goals, values, or methods on us that don't agree with ours. When others feel we're doing the same to them, conflict may arise as well. What could follow are feelings of anger, hurt, frustration, and anxiety.

Conflict, when not addressed, may escalate to the point where it may irreparably damage relationships. The inability to effectively address workplace conflict can result in health-related problems such as stress, performance, and/or conduct issues, and sometimes even workplace violence. So, learning to effectively deal with conflict—and at the earliest possible stage—is an essential skill that everyone needs to succeed in an organizational setting.

How Can We Address Workplace Conflict?

Cooperative Resolution Program (CRP), part of the USDA Agricultural Research Service, Office of Outreach, Diversity, and Equal Opportunity (ODEO), offers a number of options to help employees address conflict through the use of Alternative Dispute Resolution (ADR) techniques. These techniques serve to expand perspectives and understanding, affording employees the opportunity to be more open to the possibility of resolution. Employees who participate in CRP services will receive communication tools that will enable them to more effectively address their own workplace conflicts.



Unaddressed workplace conflict results in poor morale and decreased productivity.

SERVICES OFFERED BY THE COOPERATIVE RESOLUTION PROGRAM

Mediation

Mediation is a confidential problem-solving process between two or more parties in conflict, with one or more third-party neutrals (mediators) present to facilitate the discussion in an attempt to reach a resolution that is acceptable to all parties.

Facilitated Dialogue

A facilitated dialogue is a tool for early conflict intervention. It is a confidential conversation using a neutral third person not invested in either the relationship or the substance of the conflict. The neutral facilitator assists the parties in overcoming their barriers to effective communication in this less formally structured conversation.

Group Facilitation

Facilitation is the process of helping a group to complete a task, resolve team conflict (group intervention), or come to an agreement to the mutual satisfaction of the participants. Successful facilitation requires preparation, planning, and constructive attitudes and behaviors on the part of the participants. It also requires a collection of process tools and a planned implementation for results.

Consultation

Consultation is a confidential conversation between a CRP staff member and an employee

where the employee is advised on the various CRP services available so that he/she may make informed choices about what services to use.

Conflict Coaching

Conflict coaching is a confidential process where an employee connects with a CRP staff member on a one-to-one basis to develop or enhance skills and knowledge to more effectively engage in or manage interpersonal conflict. This coaching will occur over a period of time and will focus on achieving a particular conflict management goal.

Training

CRP offers a variety of training opportunities to help equip employees with enhanced knowledge, skills, and abilities to engage in proactive communication and manage workplace conflict.

The types of training offered by CRP include the following:

- Giving Performance Feedback
- Practicing Effective Communication
- Respecting Generational Differences
- Understanding Working Styles
- Valuing Diversity

Customized training is available at CRP offices and also can be conducted at a location of the customer's choice. Please contact CRP for details.