

Contact

Conflict Resolution Services (CRS)

by email: crs@eod.sccgov.org or by phone: 408-993-4141

Educational Services

Mentoring

Informal, voluntary, **separate** conversations between an **individual participant** and CRS Team to **improve self-awareness** about the words and conduct impacting their performance, work relationships, and work environment.

Conciliation

A process for employees who want to address the work dynamic with another colleague but are not ready to meet face-to-face. Participants **resolve conflict and reach solutions** by exchanging information through separate meetings with CRS.

Training

Harmonious Work Environment (HWE)

Part 1 to learn and Part 2 to practice HWE tools

Addressing Workplace Bullying:

Shifting from Unharmonious to Compassionate Behaviors

Restorative Services

Mediations

Informal, voluntary, **confidential, face-to-face conversations** between the participants with the mediators to foster communication and repair the interpersonal dynamic, moving forward

Circles

(pilot)

Focused, facilitated group conversations about customized topics important to the group's desire to build awareness and shared values