



## **CONFLICT RESOLUTION SERVICES (CRS)**

*CRS Restorative and Educational services help County employees to reduce tension, address conflicts, increase awareness, strengthen relationships, improve interpersonal communication, and build more harmonious workplaces.*

*All CRS Services are free to County Employees.*

### **The Restorative Services Team offers:**

- **RESTORATIVE MEDIATIONS**

Confidential, face-to-face conversations between two or more coworkers, managers, or direct reports, and the mediators who work to help participants acknowledge impact, repair communication dynamics, and improve work relationships to help create greater harmony in the workplace.

### **The CRS Educational Services Team offers:**

- **MENTORING**

Informal, voluntary, “sounding board” conversations between CRS Educational Services Team members and individual employees, supervisors, and/or managers, who:

- Choose to learn how to use emotional intelligence tools when they communicate, and
- Are willing to improve their self-awareness of the impact of their words and conduct upon their work performance, work relationships, and work environment.

- **CONCILIATION**

A conflict resolution process for employees who want to address the work dynamic with another colleague but are not yet ready to meet face-to-face with that colleague.

- Participants (coworkers, employees, supervisors/managers) meet separately with the CRS Educational Team.
- Information is exchanged, options are brainstormed, and solutions are proposed by and through the CRS Educational Team members/conciliators, who “shuttle” between the participants.
- After the participants have communicated through the conciliators and reached acceptable terms, they may meet to discuss the terms and may enter into a collaborative work agreement.

- **TRAININGS & GROUP ENGAGEMENTS:**

CRS Team members provide training that encourages the understanding and use of emotional intelligence tools to shift negative impacts of conflict within work teams.

- **Harmonious Work Environment Part 1:** *Cultivating individual awareness of words/behaviors during conflict*
- **Harmonious Work Environment Part 2:** *Applying emotional intelligence skills to work-related scenarios*
- **Addressing Workplace Bullying:** *Shifting from unharmonious to compassionate behaviors*
- **Understanding How Implicit Biases and the Impact of Structural Racism May Surface in Workplace Conflict**

---

**If you or people with whom you work have a need for our services,**  
**please contact us at: [crs@eod.sccgov.org](mailto:crs@eod.sccgov.org) or (408) 993-4840.**