



# Employee Assistance Program

## Resolving Conflicts in the Workplace

Conflict in the workplace can result from a variety of causes, such as differing beliefs, ideas, values, and goals. Although conflict is a natural and sometimes useful process, most people avoid conflict and fail to see the benefits of direct confrontations. In this workshop, conflict will be examined as a normal part of work, and methods of creatively handling conflict to achieve successful resolutions will be explored.



### Learning Objectives:

- Apply a problem-solving model for win-win results.
- Promote creativity using communication.
- Identify different styles of dealing with conflict.
- Understand the benefits of constructive conflict.

### Who should attend:

- » These workshops are free to state employees and reservations are not required. Seating is on a first-come, first served basis.
- » Before planning to attend, employees should ensure supervisor's approval.
- » Please provide two week notice for special accommodations.
- » At many facilities parking is not provided, please plan accordingly.
- » Contact your departmental EAP Coordinator for additional information.

**September 17, 2014 » 9 – 10:30 am**  
Department of Rehabilitation  
5900 Sepulveda Boulevard, Suite 240  
Van Nuys, CA 91411

**October 1, 2014 » 10 – 11 am**  
State Personnel Board  
801 Capitol Mall, Room 150  
Sacramento, CA 95814

**October 8, 2014 » 9 – 11 am**  
Department of Conservation  
5816 Corporate Avenue, Suite 200  
Cypress, CA 90630-4731

**October 22, 2014 » 10 – 11 am**  
Department of Alcoholic Beverage Control  
3927 Lennane Drive, Suite 100  
Sacramento, CA 95834



**REMEMBER – Your EAP is here for you!**