

# Conflict Resolution Services

## Employee Assistance Program

### Workplace Support Consultation

Managers and Human Resources (HR) staff are encouraged to call the Employee Assistance Program (EAP) at 866-327-4762 to consult with Magellan's workplace support consultants for situations involving organizational challenges such as:



Employee conflict in the workplace.



Team conflict and workplace communication.



Performance management issues.



Workplace morale.



Employee conflict may involve two employees or an entire team. A workplace support consultant can offer guidance and suggestions to assist managers and HR staff with options for addressing issues within the scope of the department's policies and procedures.

### Formal Supervisor Referral

Conflict in a work group is often due to one employee experiencing work performance issues that may include excessive irritability, being overly sensitive, moodiness, withdrawing and avoiding coworkers, or becoming excessively resentful. If this occurs, managers should call EAP to speak with a workplace support consultant to explore options including a possible formal supervisor referral.

A formal supervisor referral is a management tool that may be used to improve an employee's work performance and resolve work-related issues. It may help the employee to address personal issues that may be contributing to the decline in work performance. An employee's participation in the formal supervisor referral process is voluntary. It is not intended as a disciplinary measure, nor does it replace the state's policies and procedures for dealing with poor performance or conduct.

To start the formal referral process, managers can call a workplace support consultant and speak with a licensed professional who can offer guidance and assistance for a formal referral.



Employee Assistance Program

**1-866-EAP-4SOC (1-866-327-4762)**

TTY users should call 1-800-424-6117

Visit us online: [www.eap.calhr.ca.gov](http://www.eap.calhr.ca.gov)



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### Training Courses

EAP offers a wide range of conflict resolution training courses that provide helpful approaches to overcoming team and employee conflict. Training courses are available to address employee and team needs directly, or can be incorporated as part of an overall solution to resolving employee or team conflict. Some examples of available training courses include:

- Bringing out the Best in Others.
- Foundations of Team Building.
- Resolving Conflicts Creatively.

To access or request a training course, call EAP at 1-866-327-4762 and ask to speak with a workplace support consultant.

### Conflict Resolution Services

Conflict resolution services are available and can be a great way to help resolve employee and team conflict. The conflict resolution services are provided in a confidential on-site forum and participation is completely voluntary.

Conflict resolution services focus on providing a positive solution to help encourage team synergy. This is done through:

- Taking a positive approach to problem solving.
- Identifying what has worked in the past.
- Highlighting exceptions to the problems.
- Encouraging new behaviors that may help resolve the current conflict.

To access conflict resolution services please call Dr. Bob Rasp directly at 877-326-7525 ext. 72588.

### Organizational Development Services

Organizational development services are offered to assist work groups or departments that may be experiencing excessive conflict. These services focus on identifying the specific needs of the group and can help increase employee morale, communication, and overall effectiveness and efficiency in the workplace.

An organizational psychologist is assigned and initially meets with key members of the group. Group functioning is assessed, including an appraisal of what is working well and what problems are being encountered.

Through the organizational development services, group training is offered to facilitate and encourage open discussions, to help increase productive problem solving and to clarify any misunderstandings that may have occurred in the past. Through this session, employees are encouraged to participate in productive conversations to help the overall team create a more positive work environment.

To access and request organizational development services, please call Dr. Bob Rasp directly at 877-326-7525 ext. 72588.



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