



Office of Informal Conflict Management

IMPROVING THE WORKPLACE, ONE CONVERSATION AT A TIME

Our services are:
Confidential
Bilingual
Voluntary
Free



The Office of Informal Conflict Management (OICM) helps employees by acting as a neutral third party and helping them find ways to prevent, manage and resolve workplace conflicts.

Employees use our services for many reasons:

- difficulty working with co-workers;
- anxiety about work;
- tensions within a team;
- lack of confidence about managing conflict.

WE ARE ALSO AVAILABLE FOR

Presentations

We make ourselves available to teams and management committees to talk about our services and topics related to conflict resolution.

Workshops

Our in-person and online workshops raise awareness of the roles played in conflict situations and focus on developing conflict-resolution skills.

Coaching program for supervisors

Coaching increases participants' confidence and skills in dealing with difficult situations in the workplace.

SERVICES

We will help you explore your options and choose the one that best meets your needs.

Consultation

Talk about a conflict in which you are directly or indirectly involved and get professional advice on how to resolve it.

Conflict coaching

Develop your conflict management skills and find creative, effective and constructive ways to prevent, manage and resolve conflicts on your own.

Facilitated conversation

Talk to the other person to understand each other's point of view and generate solutions.

Mediation

Set up a safe and confidential discussion forum to tell your story, examine the needs and interests of each side, propose sustainable solutions and reach an agreement.

Group conflict intervention

Increase your group's efficiency by identifying the issues causing conflict and exploring options for resolving them.

BENEFITS

Preventing conflict or resolving it immediately benefits you and those around you.

We can help you:

- restore, maintain and strengthen good working relationships;
- create a workplace where everyone can reach their potential;
- demonstrate leadership;
- improve communication with others; and
- come to work with peace of mind.

No matter what the situation is,
you can contact us.
Our door is always open!



PHONE

1.866.382.7502 (TOLL-FREE) OR 819.654.5727

E-MAIL

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INTRANET

<http://hrsdc.prv/oicm>