



Now and Tomorrow

Excellence in Everything We Do



## OFFICE OF INFORMAL CONFLICT MANAGEMENT SERVICES AVAILABLE PRIOR, DURING AND FOLLOWING HARASSMENT COMPLAINT/GRIEVANCE FOR OVE AND LR OFFICERS

When someone is contemplating submitting a harassment complaint/grievance or has submitted a complaint/grievance and as a collaborator (i.e. OVE, LR, Union, delegated manager) you see merit in both parties exploring the possibility of resolving the issue informally, OICM is available to offer mediation or facilitate conversation at any time prior, throughout or following the outcome of a complaint/grievance.

As a collaborator, when you believe that the nature of the complaint/grievance would be conducive to using an informal approach to resolve; you could approach parties individually using the following suggested wording:

*“I’m wondering if you are aware of the services that are available to you from the Office of informal conflict management? They offer all employees an alternative to resolving these types of situations, through a variety of services, such as; mediation or facilitated conversation. These services are voluntary; however, I want you to know that by contacting the Office, you are not committing to participating in any process; you are just gaining information and clarity so that you can make an informed decision whether one of these processes is right for you. OICM also offers individual coaching to parties involved prior, throughout and following a formal process.”*

Or,

*Soft Transfer: “if you are unsure whether you want to commit or not, we or your union representative could contact OICM on your behalf (with your permission as OICM services are voluntary), and accompany you at an initial consultation with and ICM Practitioner? By using this approach, this could help reduce a certain level of anxiety you may have and provide you with a greater sense of security. The initial consultation would be for the purpose of helping you to determine whether you would like to pursue this situation using an informal approach.”*

If they are interested in consulting, LR or the individuals involved could simply contact our Office at 1-866-382-7502 and say they would like to talk with a Practitioner located in their region in terms of services provided. From there, our Coordination Services will assign a Practitioner right away and the Practitioner will contact the client within 5 days. This way, the client avoids having to explain the situation twice, or unnecessary delays that could result if I gave you a specific phone number.



1.866.382.7502 (Toll-free)



[NC-OICM-BGIC-GD@hrsdc-rhdcc.gc.ca](mailto:NC-OICM-BGIC-GD@hrsdc-rhdcc.gc.ca)

[Texte]

OICM also offers individual coaching to parties involved prior, throughout and following a formal process. Situations whereby coaching can be beneficial include:

- coaching for delegated managers who want to ensure their communication approach is as effective as possible when meeting with complainant or respondent, whether it be to receive coaching in written communication or prepare for an in person meeting;
- coaching a respondent in using neutral communication when they are required to provide written rebuttal;
- coaching for complainant and respondent to assist in increasing their conflict management competency skills to manage or prevent conflicts from occurring or escalating in the future.

Consultations are available to:

- parties who want to talk about what has occurred and help them reflect on next steps;
- assist parties involved, in exploring the merit of using an informal approach to resolve the conflict;
- assist collaborators with approaching parties involved in a harassment issue verbally or in writing; and
- assist collaborators, in determining next steps to restore work environment.

Group Processes are available to workplaces impacted by harassment complaint whether allegations were founded or unfounded. Process (or number of processes) is (are) determined and designed by OICM Practitioner through consultation with LR, Union and delegated manager. Some processes include:

- group intervention consisting of one on one individual consultation, designing session based on themes, holding a one day session with the entire team to identify the issues and explore options for resolving. A variety of tools and approaches are used, i.e. talking circles, transformational team building, teach pieces etc.;

In preparation of a group intervention, members of a team also have access to individual coaching.

- Team Charter session includes providing all team members with a questionnaire (what's working well, what are the challenges, etc.) Information is rolled up and provided during a one day session, where participants are exposed to reflection & learning exercises and group activities to generate information to be included in the Team Charter. (Note: Team Charter sessions are considered learning therefore mandatory to participate)



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*All services are free, confidential to the extent of the law, voluntary and available in both official languages.*

*NOTE: Given that ICM Practitioners serve as third party neutrals for all employees, ICM Practitioners are unable to serve as accompaniment for a party or parties involved in a harassment complaint. Additionally, coaching requests should be done virtually (i.e. region outside of region where incident occurred as whoever coached a party, should not mediate a session which involves that same party, as we need to maintain real and/or perceived impartiality.*



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