



# OICM

## ESDC Office of Informal Conflict Management

Helps employees by acting as a neutral third party and offering them ways to prevent, manage and resolve workplace conflicts.

### Want to Prevent, Manage or Resolve Workplace Conflicts?

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#### Submit a request for services...

- ▶ OICM will respond to your request within 48 hours and assign your file to a practitioner.
- ▶ Assigned ICM Practitioner will contact you within 5 business days

#### Contact Us

☎ (819) 654-5727  
Toll free: 1-866-382-7502

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

#### ICM Practitioner will assist you in determining services required for the situation

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#### One or more of the following services may be provided:

- > Consultation
- > Conflict Coaching
- > Facilitated Conversation
- > Mediation
- > Group Process

Free  
Confidential  
Voluntary

#### Voluntarily complete the Client Feedback Form for services rendered

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## Our Services



### Consultation

Discuss and/or obtain professional guidance about a conflict situation in which they may or may not be directly involved.



### Conflict Coaching

One on one service to help develop your conflict management skills and find creative, effective and constructive ways to prevent, manage and resolve conflicts on your own. [Coaching programs for supervisors](#) are also available.



### Facilitated Conversation

An informal conversation between two or more people, facilitated by a third party neutral, where conditions are established to make it easier for individuals involved to discuss difficult topics and reach mutually agreed-upon solutions.



### Mediation

An informal conversation between two or more people, facilitated by a third party neutral, where conditions are established to make it easier for individuals involved to discuss difficult topics and reach mutually agreed-upon solutions. When agreement is reached, terms of settlement is written and signed off by all parties involved.



### Group Process

Identify the issues causing conflict(s) and explore within your group options for resolution.



### Awareness Activities

Learn more about conflict prevention and resolution through presentations, training and workshops.