

# Conflict Resolution Support Service

*“When I walked into the room, I could hardly look at [the other party] let alone speak to her. We still don’t like each other, but we now have a way to work civilly together under the same roof without upsetting those around us.”*

## What is the Conflict Resolution Support Service?

The Conflict Resolution Support Service is available to assist all DET employees to address workplace conflict which includes disputes, disagreements and serious miscommunications between DET employees which are impacting on work performance and or wellbeing of one or more parties.

The CRSS is delivered by Converge International incorporating ResolutionsRTK, a leading provider of workplace mediation and facilitation support to individuals and teams experiencing and seeking to resolve conflict. All our mediators practise Facilitative mediation (NADRAC approved), and some are also qualified to practice the Transformative mediation model, which has also become widely accepted as a highly effective nondirective form of mediation.

## Why use the Conflict Resolution Support Service?

Departmental data reveals that an underlying factor in workplace stress is sustained conflict between work colleagues. Workplace conflict can be particularly problematic when it affects day to day communication within a work team or with a manager or team leader.

Conflict Resolution has the benefit of providing employees with:

- Proven, private, and constructive models of resolution that can strengthen working relationships
- Reduction of the negative work climate that accompanies workplace conflict
- Valuable professional learning about the principles of alternative dispute resolution for all parties to the dispute
- Prevention of further escalation and associated risks to health and performance

1300 our mediation

1300 687 633

email: [mediation@convergeintl.com.au](mailto:mediation@convergeintl.com.au)

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## What does the Conflict Resolution Support Service offer?

The CRSS provides a range of conflict resolution options to employees around Victoria:

**Mediation:** a structured negotiation process in which an independent person, a mediator, assists parties to identify and assess options and negotiate an agreement to resolve their dispute.

**Case conferencing and facilitated meetings:** comprise a meeting or meetings between the parties to a dispute supported by a meeting facilitator. Outcomes from the meeting/s are negotiated and agreed by the parties.

**Conflict coaching:** is professional, facilitated guidance on how to address a specific workplace conflict.

**Team conflict intervention:** supports resolution of conflict affecting more than two members of a work team where team climate, leadership, goal congruence, team roles or services are impacted and the team agrees a facilitated intervention to address the conflict will assist.

## Who can use the Conflict Resolution Support Service?

It is available to all DET employees around Victoria. In the case of a referral directly from a staff member, the consultant will discuss the process, and the most appropriate way for communication to occur between parties, and the manager or principal.

## When to use the Conflict Resolution Support Service?

Ideally, conflict interventions are most effective early in the conflict; however, for many reasons, the conflict may be well entrenched before an external mediator is asked to be involved. It is never too early, or too late to address workplace conflict.

## Where can I get more information?

Effective conflict resolution interventions are an important element of DET's overall stress prevention strategy. They operate alongside other key strategies including:

### Workplace bullying prevention

<http://www.education.vic.gov.au/school/principals/management/Pages/workplacebullying.aspx>

### Employee Assistance Program

<http://www.education.vic.gov.au/school/principals/management/Pages/employeeservices.aspx>

### Occupational violence response

<http://www.education.vic.gov.au/school/principals/management/Pages/occviolence.aspx>

### Workplace climate support

<http://www.education.vic.gov.au/school/principals/management/Pages/workplaceclimate.aspx>

### Employee Safety and Wellbeing Branch

Employee Safety and Wellbeing Branch (ESWB) is part of the Human Resources Division in DET and has responsibility for health and wellbeing policy development and implementation for all DET employees.

More information about health and safety in DET can be found at <http://www.education.vic.gov.au/school/principals/management/Pages/healthworksafe.aspx>

### How to access the Conflict Resolution Support Service?

To speak to a conflict resolution consultant call:

**1300 our mediation**  
1300 687 633

Or email:  
[mediation@convergeintl.com.au](mailto:mediation@convergeintl.com.au)

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