

## What happens in the facilitation process?

Any employee who has considered filing a grievance or who has filed a grievance and is a current employee not involved in a termination proceeding can request facilitation. Once a request has been made, an assigned facilitator contacts the parties to schedule the session.

The process normally includes:

- An initial joint meeting
- Individual meetings with each participant
- A full joint session

Typically, all meetings can be held the same day. If a mutually agreeable solution is found, the facilitator may have the parties work with the Conflict Resolution Program Administrator to draft a possible settlement agreement. Since any resolution must be acceptable to both people in the facilitation, there is nothing to lose by trying it.

Collective bargaining disputes will not be handled by this program.

## How to get help

Delaware's Conflict Resolution Program provides conflict resolution services and promotes positive relationship building between the parties. The program is provided by trained facilitators for no cost to the participants.

If you would like help to resolve a conflict and are employed by one of our state executive branch agencies, you may contact your agency HR representative or the Conflict Resolution Program Administrator at the numbers listed below.



**Phone: 302-739-4195 or  
1-866-462-8411  
Fax: 302-739-3000**

**Haslet Armory  
122 William Penn Street  
Dover, Delaware 19901**

**For additional detail on the parameters  
of the program please visit our website:  
[www.delawarepersonnel.com](http://www.delawarepersonnel.com)**

# Conflict RESOLUTION program

**State of Delaware**



**Human Resource Management**



**Office of Management and Budget**

When conflict arises between employees in your agency, you can contact Delaware's Conflict Resolution Program for help. The program provides most employees with a fast, free, confidential way to informally resolve workplace conflict. Facilitation can be requested either by the employee or an agency representative.



## What is conflict resolution?

Conflict resolution and relationship building is an informal, but structured process in which a neutral person, called the facilitator, assists individual participants in working through and resolving their problems.

## The process is confidential

Information shared during sessions is confidential and will not be disclosed unless the facilitator and participants agree to disclosure. Certain statutory exceptions may arise if an issue relating to criminal activity arises or threats of harm to self or others.

## About the program

The program provides executive branch agency employees with an additional forum to resolve workplace conflicts. It is not intended to replace or to modify the current dispute resolution procedures through the grievance process.

Facilitation is voluntary. If one person chooses not to participate then the process cannot take place unless all parties are referred by their supervisor.

If a grievance has already been filed, an employee may still utilize this program. In this case, an agreement to use this process would set aside the time deadlines while process participants work to see if a resolution can be reached. If a resolution is not reached, then the formal grievance would be scheduled.

## Who are the facilitators?

Facilitators are certified as Conflict Partnership Catalysts by Dr. Dudley Weeks, internationally known conflict resolution facilitator/mediator, advisor and trainer.

Often times problems can be resolved before they escalate. The facilitator guides the participants through a process where:

- The issues are discussed;
- Options for resolving the problem are generated;
- Mutually acceptable solutions for an agreement are considered; and
- The focus is on relationship building.

The participants control how the problems will be resolved. The facilitator does not give legal advice and does not decide how the dispute should be resolved.

The process is designed to promote partnerships leading to improved relationships and not just "fix" the current situation.