Workplace Conflict Resolution Program

TALENT AND ORGANIZATIONAL DEVELOPMENT

Our Conflict Specialist, a certified mediator, can provide:
• mediation
• expert advice and conflict coaching

What is Mediation?
Mediation is a process that supports people in talking and listening to each other so that they can have a productive conversation.
The Conflict Specialist facilitates the conversation but does not decide who is right or wrong. Participants set their own guidelines and goals.

What is Conflict Coaching?
Conflict coaching consists of one-on-one meetings with the Conflict Specialist to help deepen your understanding of conflict and strengthen specific conflict resolution skills.
Coaching can also be done with small groups of people who want to learn and support each other in becoming better at working through conflict.

Confidentiality
We would like to stress that your participation is voluntary and use of this service is strictly confidential. No one will be made aware of your participation. If necessary, mediation and coaching can be scheduled outside of your regular working hours.

For more information please contact:

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Conflict Resolution
Program Coordinator
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Are you having a conflict at work?
Is a “personality clash” or a difference in work style causing a problem at work to go unresolved?
If so, we can help.

“I just want to do my job, and I don’t want there to be any tension.”

Conflict is a natural and normal part of the workplace. The way we handle conflict can affect how well we do our jobs. Many people who try to ignore conflicts find that work becomes more stressful and less enjoyable.

When we work through conflict together, we can:
• develop more positive working relationships
• improve the way we do things
• creatively solve problems and be more innovative

Many people find that they are reluctant to say anything to someone they are in conflict with, not because they don’t want to, but because they don’t know how.

The Conflict Resolution program can help you to develop the skills you need to successfully work through conflicts at work.

What is the Conflict Resolution Program?
The Conflict Resolution Program is a service provided by Nova Scotia Health Authority to help employees work through conflict in the workplace. Any employee can use this service.