



# **CONFLICT RESOLUTION PROGRAM**

## **COUNTY OF SANTA CLARA EMPLOYEE ASSISTANCE PROGRAM**

### **WHAT:**

This new program is designed to help County employees resolve their interpersonal workplace conflicts, increase understanding and tolerance of individual differences, create a more cooperative and tension-free workplace, and improve workplace communication skills and problem-solving. Services are provided by the County's Employee Assistance Program (EAP).

### **WHO:**

Employees who jointly agree that the Conflict Resolution Program may improve their working relationship can voluntarily elect to participate in this new program. Managers, Supervisors, Union Stewards may encourage their employees to participate but cannot require EAP participation. Self referral is also welcome. The EAP is voluntary, neutral and is jointly supported by labor and management. Services are confidential and are provided at no cost to you.

### **WHY:**

Unresolved conflicts can feel stressful and can lead to reduced productivity. Committing to resolving conflicts can help people both feel better and work better!

### **HOW:**

- 1) Both potential participants should contact the Employee Assistance Program at (408) 241-7772 for detailed information packets and to schedule appointments.
- 2) Meet individually with EAP counselor for initial assessment and decision regarding participation in the EAP
- 3) Meet together with EAP counselor to clarify issues and goals, to understand reasons for the conflict, to brainstorm solutions and to commit to an action plan (1-2 sessions).
- 4) Attend a joint follow up session with EAP counselor to review progress.
- 5) Meet individually with EAP counselor to receive tailored feedback and coaching about communication strategies and further recommendations for future growth.

### **WHERE:**

County of Santa Clara Employee Assistance Program (EAP)  
1885 The Alameda, Suite 211  
San Jose, CA 95126  
(408) 241-7772.