

## About Us

Volunteers of America, Dispute Resolution Center, has extensive experience in helping organizations resolve and use conflict in productive ways. Our mediation, training, facilitation and conflict coaching services are tailored for your workplace.

Our professionals are well trained with years of conflict management and business experience. Our mission is to listen to your needs and design services that meet your goals

Past Clientele Include:

- Small Businesses
- Fortune 500 Businesses
- Federal, State, County and City Agencies
- Non-Profit Organizations
- School Districts and Educational Institutions
- Unions

## Learn More

DRC Professionals are available for educational presentations, workshops and conferences. Please call us to discuss how we can customize a speaking engagement that meets the needs of your organization.

Visit [www.voaww.org/drc](http://www.voaww.org/drc)

# CONTACT US

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## Snohomish County

425-339-1335, option 5

## Skagit County

360-542-8487, option 5

## Island County / Toll Free

800-280-4770, option 5

[voaww.org/drc](http://voaww.org/drc)



DISPUTE  
RESOLUTION  
CENTER

OF SNOHOMISH, ISLAND  
AND SKAGIT COUNTIES

## WORKPLACE CONFLICT RESOLUTION SERVICES

- Reduce Cost
- Empower Employees
- Capitalize on the Benefits of Conflict



## Mediation Services

Our approach to workplace conflict is customized to meet your organizational needs. Our first step is to assess the situation by conducting intake interviews and developing a recommended plan for conflict resolution steps. This plan could include, mediation, one-to-one conflict coaching, group facilitation or training. The plan and its associated costs and goals are reviewed with the organization prior to the start of any intervention.

## Conflict Coaching

One-to-one conflict coaching empowers individuals to effectively engage in conflict. Our highly trained coaches can help individuals:

- Gain clarity about a specific conflict.
- Understand their own needs and goals.
- Consider the other person's needs and goals.
- Identify and evaluate choices to move forward.
- Develop confidence when handling conflict.

Increase conflict management skill set.

*"It is not the mountain we conquer, but ourselves." Sir Edmund Hillary  
Thank you DRC for being our Sherpas.*

*~Mediation Services Client*

## Consultation

The DRC partners with businesses, schools and government agencies to assess, create and maintain conflict resolution programs. DRC Consultants are available to develop and implement a plan tailored to fit your agency's specific needs.

### **Conflict Happens! It's what you do with it that matters.**

- On average managers spend at least 25% of their time resolving workplace conflict. This is one of the biggest challenges managers and employees face.
- Over 85% of employees deal with conflict in their working lives, and it costs U. S. companies an estimated \$359 BILLION annually. (Oxford University 2023)

### **With the right tools and expertise, conflict can lead to innovation, creativity, increased understanding and stronger teams.**

- 95% of people who received workplace conflict training said it was helpful, and 85% of those employees approach disagreements differently following training. (Gitnux 2022)

## Facilitation

Groups with differing interests can benefit from the assistance of a Facilitator. DRC Facilitators effectively manage group interactions and work to improve communication between parties for collaborative problem solving.

*"Thank you so much. With your help our team has become so much stronger."*

*~Mediation Services Client*

## Training

The DRC has a national reputation as a leader in conflict resolution training.

Core curriculums are based on proven conflict resolution processes and all trainers have extensive mediation and facilitation experience. The trainings bring theory to life by applying essential conflict resolution skills to practical examples. These new skills can be used immediately in everyday life.

### Trainings Offered

- De-Escalation
- Trauma Informed/DEI Training
- Professionalism & Customer Service
- Emotional Intelligence
- Conflicts Resolved! For a Healthy Workplace
- 40-Hour Basic Mediation
- Customized Workshops are also available

### Former students say:

🟡 *"I've taken numerous professional trainings and this is by far the best."*

🟡 *"I wish I had taken this training years ago. It has really changed my life!"*

🟡 *"This information is vital. I appreciate the training being priced so that I can send all of my staff."*