



The Centre for Conflict Resolution and Ethics

Canadian Forces Morale and Welfare Services (CFMWS) is committed to maintaining a positive workplace in which its employees are engaged in respectful and open communication and focused on the prevention and early resolution of conflict.

The Centre for Conflict Resolution and Ethics is the primary resource for workplace conflict resolution services and is responsible for providing those services to all CFMWS employees and managers.

Consultation

Consultations include discussing various options and strategies to address workplace concerns, ethical dilemmas, and conflict of interest (situations). Through consultation, we also discuss resources, training, and various services available to resolve issues at the earliest stages.

Consultation may include looking at your options and coming up with a plan.

Training

Training services include evaluating needs and providing training options for improving confidence in managing conflict or tailored conflict management training (including values and ethics) to groups of employees for general awareness, skills building or, where necessary, in response to conflict situations.

Coaching

Through confidential one-on-one coaching, gain insights into the sources of conflict, understand the elements contributing to a particular conflict, and work through options to prevent or confidently address conflict in the workplace.

Coaching is particularly helpful in building skills necessary for day to day conflict prevention or early intervention practices such as Self Help.

Mediation

Mediation, with a qualified mediator, assists employees and managers to, confidentially and without prejudice, discuss workplace concerns, explore different points of view, and to work out a mutually agreed upon solution.

Attempts for lower level resolution is strongly recommended before considering mediation.

Group Processes

Group processes involve several options for assessment, intervention, and/or restoration to optimize management's ability to understand the issues in the workplace and implement actions to manage and resolve it.

Examples of group processes include:

- Workplace Assessment
- Group Facilitation
- Group Mediation
- Workplace Restoration

**To Learn more, contact us at
1-800-506-6679 or visit us at
[CFMWS.com/resolution](https://www.cfmws.com/resolution).**