

What

people say about us

“I am truly thankful that this procedure was put into place so that I can address my concerns that affect and impact my life (mentally, physically and health issues).”

“Thank you for allowing me the opportunity to discuss this matter. I now feel a lot of stress has been removed from the work environment and I have agreed to work hard at keeping it that way.”

“I enjoyed the mediation process, it helped me to realize the stressors of my peers, and mediators were very helpful in finding ways we can use to combat every stress.”

“I was completely satisfied with the outcome. Everything was handled in a professional manner, which made me comfortable, and brought me in seeing the respondent’s viewpoint, as well as mine. I am ready to put this behind me and move forward.”

How

to access our services

To learn more about our services please visit our website at www.nyc.gov/oath

You can contact (or reach) us by email at mediationcenter@oath.nyc.gov

You may also contact your agency’s EEO Officer for information regarding the Center and learn if our services may be right for you.



The New York City Center for Creative Conflict Resolution (“The Center”), under the auspices of the Office of Administrative Trials and Hearings (OATH), works to create positive change in how conflicts are addressed in New York City government. We serve as a city-wide conflict resource center by providing creative, flexible, simple, and more “breathable options” for city employees, agencies and unions to effectively manage conflicts within and across New York City government.



NYC Center for Creative Conflict Resolution
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**OFFICE OF ADMINISTRATIVE
TRIALS AND HEARINGS**

**Hon. Raymond E. Kramer
Executive Director**

**Justo A. Sanchez
Director of Center Services**

Who

we are

“Imagine yourself in a workplace in which a conflict is an opportunity to address concerns, improve work relationships, and discuss solutions that work for everyone.”

Conflict is normal. It impacts us in all areas of life including the workplace.

Unaddressed and unresolved conflict in the workplace can make the work environment difficult, demoralize team members, reduce efficiency, and potentially create more conflict.

Whether a conflict becomes destructive or constructive depends on how it is responded to. Constructive conflict in the workplace has the potential to:

- Foster respectful dialogue
- Promote creativity and understanding
- Improve team morale and efficiency
- Prevent future conflict

By fostering a safe, confidential, and supportive environment, the Center is at service to the conflict management and resolution needs of all New York City employees. Our Staff is committed to values of honesty, open communication, transparency, confidentiality and service.

How

we can help

Workplace Mediation

Mediation is a constructive conversation between people in conflict facilitated by a neutral third person - the Mediator. A participant-led, confidential and voluntary process, Mediation provides those involved an opportunity to collaboratively design creative solutions to their dispute.

Group Facilitation

Group Facilitation is a flexible process designed to assist small or large work units in achieving their goals with the assistance of The Center's Conflict Resolution Facilitators. Each Group Facilitation process will be tailored to meet the specific needs of a group.

Conflict Coaching

Conflict Coaching is an opportunity for City employees to engage in a confidential one-on-one conversation with a Coach to discuss a specific conflict affecting them in the workplace. In this process, our Coaches help individuals map their conflict from multiple perspectives and gain a deeper understanding of their situation and then enable them to find their own solutions.

Conflict Management

Conflict Management is a tailored service offered to those in an agency who are responsible for managing conflicts. We assess needs, ask deep questions, explore the dynamics of a situation, and work hand-in-hand with an individual or team to develop a plan designed to prevent and proactively respond to conflicts.

How

we can help

Dispute Systems Design

The Center, in collaboration with New York University Law School's Advanced Mediation: Dispute Systems Design Clinic offers an opportunity for agency leadership to work with a team of consultants to assess current organizational responses to conflict and build or enhance conflict resolution capacity.

Restorative Practices

Through The Center's Restorative Practices offerings, we invite those involved in a conflict to engage in a deeper understanding of self and their work community. One element of Restorative Practices is The Circle Process, which creates an opportunity for a group to sit together, develop a shared understanding of the issues at hand and have a collective conversation to address a conflict and build community.

Training

Our trainings focus on increasing awareness of our own role in conflict, learning effective communication and listening skills for workplace dialogue and expanding on the use of collaborative interventions for difficult conversations. These trainings can be customized to your agency needs, ranging from 2-3 hour workshops to full-day/multi-day extensive trainings.