



Resolving Conflict

We don't see things as they are, we see things as we are."

Anais Nin

As Your Employer of Choice, the U.S. Fish and Wildlife Service (Service) is dedicated to helping employees get the help they need. Whether the help is tackling problems at work or home, the Service wants to work with you to help get you the resources you need!

The Easier, Softer Way...

Wouldn't life be grand if people at work did and said what we wanted them to do and say? Wouldn't work be wonderful if only our co-workers and supervisors managed better?

Even in the best of situations, most of us experience conflicts at work. Luckily the Service offers employees an option for managing and resolving workplace conflicts and disputes. The solution is CORE PLUS.

The CORE PLUS Program, administered by the Department of the Interior's Office of Collaborative Action and Dispute Resolution (CADR), is voluntary and provides impartial and confidential assistance to any employee seeking to improve or resolve a workplace issue or concern. Assistance ranges from a confidential consultation, individual conflict coaching, communication and conflict management training, group facilitation, team-building, conciliation, or mediation services.

CORE PLUS also offers Service employees conflict management tools, dispute resolution assistance, and education and training opportunities to improve communication and build teams. CORE PLUS can also help supervisors manage change, strengthen teams and partnerships, and improve organizational performance.

CORE PLUS is:

- available to all employees;
- fair and impartial;

- flexible and informal;
- voluntary and confidential;
- non-adversarial;
- a safe place for difficult conversations; and
- a source of information, education, and assistance to help reduce workplace tensions, improve communication, manage conflict, and build productive teams.

CORE PLUS also offers Service employees a quicker and less costly solution to their problems.

Although there are no time limits or formal requirements for seeking assistance through the CORE PLUS Program, employees should be aware that contacting a CORE PLUS Program representative **does not** change the filing requirements and deadlines for the complaint processes. Nor does CORE PLUS replace any other complaint process available to Service employees. Anyone seeking CORE PLUS assistance will be encouraged to obtain information about all of their options and will be referred to the appropriate point of contact for reliable information on other processes.

An employee who seeks EEO counseling, files a complaint, or an administrative grievance may have the option to request an alternative dispute resolution (ADR) process through the CORE PLUS Program to attempt informal resolution of the issues underlying a grievance or other type of complaint. CORE PLUS helps employees consider their options so they can decide what will meet their needs in a specific situation.

If the parties agree to ADR, they try to resolve the grievance within 45 days (unless the Human Resources Office and the parties jointly agree to an extension) and can extend the timeframes up to 45 days (unless the parties jointly agree

to an extension), for filing a grievance under the formal procedures. In the EEO process, ADR extends the counseling period to 90 days.

Either party may terminate the ADR process at any time. The CORE PLUS specialist will discuss the reasons for termination or document the decision to terminate the process in writing and provided a copy of the documentation to the grievant and grievance official.

If the easier and softer way sounds good to you contact the Service's Bureau Dispute Resolution Specialist, Angela Graziano, at 571.205.0648 or angela_graziano@fws.gov, a CORE PLUS Program coordinator in your regional office, a CORE PLUS roster member,

or the Office of Collaborative Action and Dispute Resolution. Information about the CORE PLUS Program is also available through your supervisor, a Human Resources office, an EEO office or any EEO counselor, or on the Internet at www.doi.gov/cadr/corePLUS.

Employee Assistance Program

Each year, one out of five employees faces a significant problem that disrupts life at home and reduces productivity at work. Service employees can receive free help from the Employee Assistance Program (EAP). The EAP provides a confidential and comprehensive program that can assist employees with resolving their personal concerns, including:

- Emotional Issues
- Relationship Issues

- Family Issues
- Alcohol Issues
- Job Concerns
- Financial Issues and Financial Planning
- Legal Issues

Employees can contact the EAP by calling 1-800-222-0364.

**U.S. Fish & Wildlife Service
Budget, Planning, & Human Capital
Division of Human Capital
4501 N. Fairfax Drive, Suite 2000
Arlington, VA 22203
703-358-1743
<http://www.fws.gov/humancapital/>**

June 2009

CORE Plus *Regional Coordinators*

Regions 1 and 8

Dianne Whitney, 503-231-2081
Dianne_Whitney@fws.gov
911 NE 11th Ave, 6th Floor West
Portland, OR 97232-4181

Region 2

Bobbea Burnette Cadena
505-248-7839
Bobbea_Cadena@fws.gov
500 Gold Avenue SW
Albuquerque, NM 87102
Diversity & Civil Rights:
505-248-7838
Human Resources:
505-248-6861

Region 3

Katie Eull, 612-713-5245
Katherine_Eull@fws.gov
Marc Gunby, 612-713-5294,
Marc_Gunby@fws.gov
1 Federal Drive, Federal Building
Fort Snelling, MN 55111-4056

Region 4

Kary Allen, 404-679-4197
Kary_Allen@fws.gov
Greg McGinty, 404-679-7148,
Greg_McGinty@fws.gov
1875 Century Boulevard, NE
Atlanta, GA 30345

Region 5

George Cortes, 413-253-8317
George_Cortes@fws.gov
Mike Meagher, 413-253-8250
Mike_Meagher@fws.gov
300 Westgate Center Drive
Hadley, MA 01035-9589

Region 6

Gerri Purvis, 303-236-4495
Gerri_Purvis@fws.gov
134 Union Boulevard
Lakewood, CO 80228

Region 7

Douglas Mills, 907-786-3328
Douglas_E_Mills@fws.gov
1011 E. Tudor Road
Anchorage, AK 99503

Region 9/Washington Office

Angela Graziano
Bureau Dispute Resolution Specialist,
571-205-0648
Angela_Graziano@fws.gov
4501 N. Fairfax Drive
Suite 2000
Arlington, VA 22203
Equal Opportunity & Diversity: 703-358-1724
Human Resources: 703-358-1743

CORE PLUS Roster of mediators or facilitators:
<http://www.doi.gov/cadr>
or call any Service Regional CORE PLUS Coordinator

CADR Office

Elena Gonzalez
Director, Office of CADR
1801 Pennsylvania Ave. NW,
Suite 500
Washington, DC 20006
202-327-5383
www.doi.gov/cadr/coreplus

Your Employer of Choice