

## CORE PLUS IS:

- Available to all DOI employees
- Fair and impartial
- Flexible and informal
- Voluntary and non-adversarial
- A safe place for a difficult conversation
- A source of information, education and assistance to help reduce workplace tensions, improve communication, strengthen relationships, manage conflict, and build productive teams



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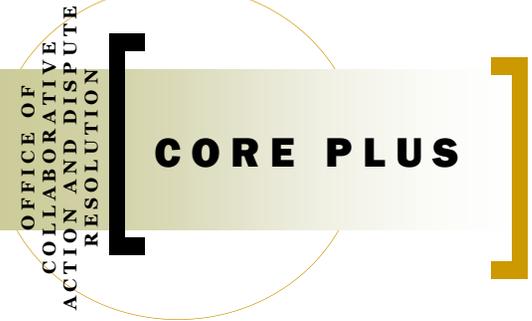
## WHY SHOULD I USE CORE PLUS?

CORE PLUS provides a safe environment for you to raise any workplace concern or issue and explore your options for resolving the issues. CORE PLUS will provide you with information on the variety of options available to you and let you make your own decisions. CORE PLUS can help you make informed choices about how to resolve conflict situations to achieve positive outcomes.

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## HELPING YOU RESOLVE WORKPLACE CONCERNS

U.S. DEPARTMENT OF THE  
INTERIOR



# OPTIONS FOR MANAGING AND RESOLVING WORKPLACE CONFLICTS AND DISPUTES

## WHAT IS CORE PLUS?

The CONflict RESolution PLUS system provides impartial and confidential assistance to any DOI employee seeking to improve or resolve a workplace issue or concern. CORE PLUS is for all levels of employees and managers including bargaining unit employees, when the union elects to participate. CORE PLUS offers information and assistance on problem solving options. Assistance options include: confidential consultation, individual conflict coaching, communication and conflict management training, climate assessment, group facilitation, team-building, conciliation and mediation services.

## WHEN IS CORE PLUS AVAILABLE?

There are no time limits or formal requirements for seeking assistance through CORE PLUS. However, contacting CORE PLUS does not change the filing requirements and deadlines for complaint processes.

## WHY CONTACT CORE PLUS?

CORE PLUS offers education and training, conflict management tools and dispute resolution assistance to improve communication, cooperative problem solving and team work. CORE PLUS can help you manage change, strengthen teams and partnerships and improve communication and performance. You can discuss your concerns confidentially.

### CORE PLUS DOES NOT:

- Limit an employee's rights
- Reduce management's authority
- Replace other avenues of redress

## IF I CONTACT CORE PLUS CAN I STILL FILE A COMPLAINT?

CORE PLUS does not replace any other complaint process available to DOI employees such as a grievance, EEO complaint or whistleblower complaint. Anyone seeking CORE PLUS assistance will be encouraged to learn about all of their options and will be referred to the appropriate point of contact for reliable information on other processes.

## IF I FILE A COMPLAINT CAN I STILL USE CORE PLUS?

An employee who seeks EEO counseling or files a complaint has the option to request Alternative Dispute Resolution (ADR) processes through the CORE PLUS program to attempt informal resolution of the issues underlying the grievance or other type of complaint. CORE PLUS assistance is also available after a complaint process ends.



## HOW DO I GET CORE PLUS ASSISTANCE?

CORE PLUS is easy to access by contacting a Bureau Dispute Resolution Specialist, a CORE PLUS program coordinator, a CORE PLUS roster member, or the Office of Collaborative Action and Dispute Resolution (CADR). Information on CORE PLUS should also be available through your supervisor, Human Resources office, EEO office or any EEO Counselor. You can always find information on CORE PLUS online at:

[WWW.DOI.GOV/CADR/COREPLUS](http://WWW.DOI.GOV/CADR/COREPLUS)