

OFFICE OF CONFLICT RESOLUTION

ANNUAL REPORT 2020-2021

OCR offers confidential, impartial, neutral and flexible services in preventing, managing and resolving workplace conflicts. Its key roles are to:

- promote dialogue to address issues and concerns
- provide workshops
- provide conflict resolution services, such as consultations, conflict coaching, facilitation, mediation, group interventions and the development of specialized tools

COVID-19 Pandemic

Due to the Covid-19 pandemic, OCR adapted its services for an online workforce – providing services and training virtually. While most managers and employees are no longer working in the same physical environment, similar interpersonal issues remain as the nature of most working relationships remain untouched.

234 CASES AND 397 CLIENTS

58.5% First-time users	41.5% Returning clients	
88.5% Indeterminate	11.5% Other	
45.3% PM	12.8% EX	7.3% EC
11.1% AS	6.0% FS	17.5% Other
47.9% Employees	51.3% Management	0.9% Other

I've been pleasantly surprised by OCR! I was in a delicate situation with an imbalance of power. My colleague at OCR zeroed in on the three key issues at hand. He then walked me down three branches of a "decision tree" and set me up for success for a difficult conversation. I next walked into the conversation with a constructive, win-win approach that led to a surprisingly good outcome.

- Anonymous

THEMES

25%	Interpersonal / Work Issues
24%	Management Practices
21%	Alleged Harassment / Bullying
11%	Performance Management
10%	Organizational Issues
4%	Human Resources
4%	Other
1%	Code of Conduct

RELATIONSHIP OF CLIENTS

Interpersonal	Between Employees ... 12.8%	77.8%
	Employee-Manager ... 59.4%	
	Between Managers ... 5.6%	
Group	Intragroup ... 3.4%	14.1%
	Intergroup ... 10.7%	
Systemic	Departmental ... 1.7%	2.6%
	Interdepartmental ... 0.9%	
Intrapersonal		2.1%
Unknown		3.4%

I have seen tangible benefits from the work performed by IRCC's Office of Conflict Resolution. The advice, resources and initiatives provided by the Office have helped staff excel in their duties, opened and broadened lines of communication, and helped my organization define and implement a plan aimed at increasing organizational health. Bravo!

- Fraser Valentine

CLIENT SATISFACTION

96%	Prompt Service
94%	Would recommend or use OCR again
93%	Excellent Service
93%	Learned about Conflict Resolution
81%	Felt better after using services

OBSERVATIONS AND TRENDS

1. Indeterminate employees may feel safer to address issues than determinate employees.
2. Covid-19 led to fewer requests for assistance in beginning of the year as employee concerns focused on physical safety rather than workplace conflicts.
3. Heightened awareness and dialogue on racism and micro-aggressions.

OCR SERVICES

50% Coaching	28% Informal Consultations	18% Mediations and Facilitated Discussions
2% Group Interventions	1% Other Work	1% Trust Circles

TRAINING

70 SESSIONS **1811 PARTICIPANTS**

TOPICS:

- Awareness Sessions
- Generations in the Workplace
- Giving and Receiving Feedback
- Stress Management and Conflict
- Communicating Effectively While Working Remotely
- 3 C's of Covid (Connection, Communication, Compassion)

CONTACT US

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