

## Free Training Opportunities for State Agency Employees

The Department of Employment Dispute Resolution (EDR) offers training at no charge to state agency employees in conflict management skills and the grievance procedure. Course offerings include:

- **Basic Workplace Conflict Management Skills:** Attendees will enhance self-awareness of conflict behaviors and learn effective communication skills to resolve interpersonal conflict in the workplace. A similar course is also offered online at the [CoVA Knowledge Center](#), in three separate modules
- **Best Practices in Discipline and Discharge:** Attendees of this course will discover the role of due process in discipline and discharge, along with best practices in investigating employee misconduct and the importance of fairness and consistency in taking corrective actions.
- **Understanding and Using the Grievance Procedure:** Attendees will learn the fundamentals of using the grievance procedure to resolve workplace disputes. Participants will learn about the roles and responsibilities of the grievant, management respondents, agency head, the Department of Employment Dispute Resolution, hearing officers, and the courts in resolving grievances. This course is also offered online at the [CoVA Knowledge Center](#).
- **Enhancing Management's Response to Employee Grievances:** This course provides supervisors and managers who have previously taken the Understanding and Using the Grievance Procedure course with advanced training in responding effectively to employee grievances.
- **Overview of EDR Services:** Attendees will learn about all of EDR's conflict management services and how best to use them.

Please encourage your agency's employees to participate in these training opportunities, which are offered through EDR's monthly open registration, instructor-led courses in Richmond; on-site delivery at state agencies; and as noted above, online via the CoVA Knowledge Center. To view EDR's monthly training schedule and learn more about its training opportunities, please visit the [EDR Web site](#) or contact [Heather Schofield](#), EDR's Training Manager or call 804-225-4017.