

# Best Practices Services

**Moving  
Conflict  
to  
Resolution**

Preventing  
conflict from  
escalating and  
building  
capacity to  
solve problems

**Organizational  
Problem  
Solving**

Discussing and  
solving every  
day challenges  
at the  
departmental  
level

**Managing  
Change**

Planning and  
managing the  
implementation  
of a business  
change  
impacting union  
employees

**Facilitating  
Workflow  
Analysis**

Developing and  
implementing  
efficient work  
processes aimed  
at improving  
customer service  
and work place  
culture

**Union-  
Management  
Cooperation  
Training &  
Coaching**

Nurturing  
partnerships by  
supporting  
individual or  
departmental  
learning

Managing projects resulting from  
collective bargaining agreements