

Best Practices Services

203-432-9020

Moving Conflict To Resolution

- Preventing conflict from escalating and building capacity to solve problems

Departmental Problem Solving (Formerly JDC's)

- 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 workflows aimed at improving customer service and work place culture

- and -

Managing projects resulting from collective bargaining agreements