



# Work Group Services



## Faculty/Staff Assistance & Well-Being Services (FSAWS)

### CONFLICT

Conflict can be healthy when viewed as an opportunity for growth. However, when conflict negatively impacts productivity and unit effectiveness, assistance may be necessary for work groups to identify underlying issues and problem solve at higher levels.

### GROUP DEVELOPMENT

Work groups operate in a manner that reflects their stage of development, methods of problem solving, and style of leadership. How a group responds to conflict can become opportunities for problem solution.

Research demonstrates that current group performance trends suggest a strong presence of conflict-avoidant norms consistent with societal norms. Conflict avoidance can become a defined agenda that overshadows the work itself.

The ability to effectively resolve conflict constructively is essential to every workgroup.



# WORK GROUP SERVICES

## SUPERVISOR CONSULTATIONS

Consultation services are available for supervisors concerned with problem identification and intervention. Selected strategies can be implemented to assist employees experiencing personal and/or work-related problems. Specific recommendations may include leadership coaching, mediation services, negotiation, and outreach group services.

## OUTREACH GROUP SERVICES

FSAWS can counsel with supervisors and their respective work groups to address how and when to move a unit from impasse and persistent dysfunction to constructive growth and advanced problem solving. Group interventions typically involve a minimum of two meetings with each work group member and two more with the entire work unit. Follow up services are available at the group's request. Participation in retreat programs provides additional alternatives.

## CONTACT

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