

National Aeronautics and
Space Administration
John C. Stennis Space Center
Stennis Space Center, MS 39529-6000



May 16, 2008

Reply to Attn of: **Office of the Director**

TO: NASA SSC Employees

FROM: Director

SUBJECT: Conflict Management Program

I am pleased to announce that Stennis Space Center will be participating in a new Agency-wide effort, the Conflict Management Program (CMP). Sponsored by the Agency's Office of Diversity and Equal Opportunity (ODEO), this program seeks to establish a new model for how we confront and address workplace conflict, both personally and professionally.

The CMP will provide managers, employees, and organizations with new tools and training to work toward early and effective resolution of conflict through enhanced communication and conflict resolution skills. This will help the Agency in managing overall institutional risk, as it relates to mission success.

The CMP will begin at Stennis on June 4, with a needs assessment including employee focus groups and interviews with Center management. Participants in the assessment process will be individually notified. The needs assessment will be followed by a one-day conflict management training session in July.

In an emerging workplace that includes a new mission, positive communication is essential in achieving our goals. I appreciate your support and, if selected, your participation in the assessment process.

For additional information, please contact Jo Ann Larson of the Stennis CMP Advisory Team at 8-2079 or visit the Stennis ODEO's website (<http://sscportal.ssc.nasa.gov/eo/>).

A handwritten signature in black ink that reads "Robert D. Cabana".

Robert D. Cabana

Conflict Management Program

What is the Conflict Management Program?

CMP is a comprehensive Agency-wide program designed to provide NASA managers, supervisors, and employees with effective tools to more strategically address workplace conflicts through early engagement in conflict resolution discussions, without the need for third-party intervention.

CMP will encompass:

- Center-by-Center needs assessment of issues around workplace conflict
- Training for managers, supervisors, and employees to develop trust-building, enhanced communication, collaborative problem-solving, and conflict resolution skills and strategies
- Center EEO Staff training and ADR Team training
- Completion of review of current Center and Agency EEO ADR Programs to establish a consistent policy and procedural framework

What are the Next Steps?

- Conduct CMP Assessments at the NASA Centers
- Conduct on-going Conflict Management training for managers, supervisors and employees at the NASA Centers
- Conduct ADR Team and EEO staff training sessions at the remaining Centers
- Pilot one-on-one conflict management assistance at HQ and in the future offer it at the other NASA Centers
- Complete the evaluation of Agency and Center EEO ADR programs and develop an Agency-wide policy and procedural framework

What are the Expected Outcomes of CMP?

- A proactive approach to reduce institutional risks and costs, associated with formal complaint processes such as EEO
- Expanded use of resolution skills to prevent and manage conflict, with benefits beyond EEO
- Strengthened partnerships among EEO, HR, legal and other stakeholders
- An institutionalized framework for conflict management that provides for consistent EEO ADR Agency and Center policy directives and procedures
- Greater utilization of the EEO ADR program when third-party intervention is necessary