



PPS Case Study

Preventing Workplace Relationship Conflicts

Organization

- Government Agency - State Judicial Branch Administrators & Clerks
- 2,600 employees

Length of Project

- 4 weeks initially
- Then, 12 weeks of group coaching reinforcement

Expertise

- Organizational Conflict Management
- Interpersonal conflict resolution
- Coworker relationships
- Leadership training
- Group coaching and facilitated workshops

Our Team

- 1 Process Facilitator
- 3 Trainers
- 1 Assistant Trainer

The Context

The Human Resources Director of one of several State district judicial branches sought help with preventing ongoing and further issues among her staff of court administrators and, especially, between her staff and associated state employees such as judges and attorneys. Maintaining a healthy office atmosphere and healthy relationships with judges and attorneys was important for her staff to do their jobs effectively and efficiently. She was hoping that with better skills to manage difficult conversations and resolve conflicts more efficiently, she would create not only a more satisfied and engaged workforce but also a more productive environment.

Our Approach

We surveyed court administrators to identify some of the most common problems they were witnessing among coworkers, attorneys, and judges. Based on that data, we modified our training workshop and designed custom practice scenarios to create a highly relevant and effective workshop for the judicial staff. We then delivered this interactive, instructor-led training workshop online (distance learning through Zoom) to the head administrators of multiple courts around the State. Two cohorts each trained once per week over the course of 4 weeks, covering:

- How to Lead and Manage a Difficult Conversation
- How to Deliver Feedback Constructively
- How to Constructively, Calmly Receive Feedback
- Open discussions on how to apply these skills in the real world
- Multiple skillset practices, learning tests, and roleplay

The Results

- More than 40 leaders trained
- Training satisfaction reported at an average of 96% (Highly Satisfied) across multiple measurements
- Skillset tests improved by 62%, indicating that retention of the material was high and the capacity to apply it greatly increased
- 8-week post-training check revealed retention and application of material