



1. **Information sessions.** The Advisor provides information sessions to introduce the Department's Policy on Harassment.
2. **Training sessions.** The Advisor develops, in co-operation with the Canadian Foreign Service Institute, materials for training sessions and suggests topics and approaches. The Advisor will arrange training sessions when and where requested, and will participate whenever possible.
3. **Advice.** The Advisor will give confidential advice on how to prevent and resolve conflicts. If you feel you have been harassed, if you are uncertain or nervous about making a complaint, if someone has let you know that your behaviour is a problem, or if you are a manager and you know of or suspect a problem, the Advisor can explain the options open to you and can recommend ways of resolving the conflict.
4. **Conciliation.** "Conciliation" as used here is an informal process in which a passive/neutral third person provides a channel for communication between two parties who are unwilling to meet face-to-face, identifies common ground and eventually re-establishes direct communication between the parties. The term is often used interchangeably with mediation; however, conciliation involves a more passive third party.

The Advisor can try informally to re-establish communication between the parties so that problems can be better addressed. The conciliation process involves:

 - immediately informing the other person involved in the conflict about the complaint,
 - discussing with both persons all the options open to them,
 - laying the groundwork to help the parties involved to reach an understanding about how the conflict arose and possible ways to solve it. These might involve an apology, an explanation, an arrangement about future dealings with conditions (orally or in writing) and/or an arrangement for the person whose behaviour caused the problem to be trained in appropriate workplace behaviour.
5. **Workplace assessments.** With the approval of the Director General, Client Services Bureau, the Advisor will initiate a workplace assessment when a third party, such as a manager, asks for assistance in determining the facts of a conflict. Workplace assessments are conducted by departmental investigators. They differ from formal investigations in that their goal is to resolve workplace conflicts, not to find out whether someone was guilty of harassment. If an assessment uncovers information to show that an individual was harassing a colleague, this information may be given to the Director General, Client Services Bureau, for processing as a personnel management issue.
6. **Mediation.** This process is similar to conciliation. It differs mainly in that it is somewhat more formal. A mediator is appointed by the Advisor on Harassment. Before the mediation process begins, both parties to the complaint will be given an information session so that they are familiar with the process and its purpose. During mediation, both parties can have the support of another person in addition to the mediator if they wish.