



Federal Communications Commission  
Alternative Dispute Resolution Policy Statement  
August 7, 2024

The Federal Communications Commission's (FCC) Alternative Dispute Resolution (ADR) Program aims to prevent and resolve workplace conflict in a fair, amicable, timely, equitable and cost-effective manner. To this end, the Program provides opportunities to avoid escalation and bridge relationships through understanding by leveraging principles of conflict resolution. While workplace conflicts may be addressed through the Equal Employment Opportunity complaint process, the grievance processes, or other forums, I fully support and encourage managers, supervisors and employees to use ADR as a voluntary option to resolve conflicts at the earliest opportunity and without the need to escalate.

The FCC uses mediation to resolve workplace conflicts by providing a confidential process that involves a neutral third party (the mediator) who assists the parties in discussing their concerns in a productive manner. The mediator does not take sides, but helps the participants express their concerns and identify potential solutions that work for all parties.

The effective use of ADR techniques promotes and sustains professional growth and proficiency and has been linked to positive outcomes such as increased productivity, retention, and engagement. Accordingly, I challenge all staff to:

- Be knowledgeable about ADR;
- Examine the suitability of using ADR whenever issues in controversy arise; and
- Use ADR in a good faith effort to achieve consensual resolution of workplace conflicts.

Please contact the Office of Workplace Diversity for more information concerning ADR resources, and always choose to use the FCC ADR Program before heading to a traditional, time consuming process to resolve workplace conflicts. Thank you for your efforts in preventing or resolving workplace conflict at the earliest opportunity with an aim to bridge relationships that build understanding and lead to enhanced productivity and engagement.

A handwritten signature in black ink, appearing to read "Jessica Rosenworcel", with a long horizontal line extending to the right.

Jessica Rosenworcel  
Chairwoman