

MEDIATION WORKS!

Mediation helps to strengthen relationships. People solve their own problems by looking to the future, rather than finding fault with the past. YOU (the participant involved) make the decisions.

Mediation often works in conjunction with other dispute resolution processes, such as grievances or equal employment opportunity (EEO) complaints. However, mediation does NOT forestall established timeframes within those processes, nor does it constitute legal notice to the FCC or official notice to initiate those processes.

Accordingly, you should always initiate timely contact with the appropriate office for any process you wish to pursue, even if you enter mediation.

For more information, contact:

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Federal Communications Commission

Office of Workplace Diversity
Alternative Dispute Resolution
Program

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DON'T ESCALATE



**Office of Workplace Diversity
ADR Program**



Choose To Mediate

CONFLICT IN THE WORKPLACE

Are you experiencing conflict in your workplace? Is it difficult to have productive and effective communications with a fellow co-worker, an employee, a supervisor or manager? Choose mediation!

WHAT IS MEDIATION?

Mediation is a type of Alternative Dispute Resolution (ADR) commonly used at FCC to resolve workplace disputes.

In mediation, a neutral third party (the mediator) 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 options that are workable for all involved.

WHAT TYPES OF CONFLICTS CAN BE MEDIATED?

Mediation can be used for conflicts between employees, program offices, supervisors and employees – even conflicts involving multiple parties.

WHO CAN REQUEST MEDIATION?

Any Federal employee can request mediation. Once mediation is requested, the Office of Workplace Diversity will contact the opposing party involved in the dispute to discuss mediation.

BENEFITS

✓ **Voluntary**

You choose to participate in mediation.

✓ **Informal**

You participate in a process that is informal and flexible.

✓ **Confidential**

You speak without fear that your words will be used against you in another proceeding, because the matters and issues discussed in mediation remain private.

✓ **No Risk**

You can choose to end mediation at any time, and you're never obligated to accept a resolution unless you're satisfied.

✓ **Efficient**

Your mediation session may be completed in one or two sessions which will save time and reduce costs.

✓ **The Outcome is in Your Hands**

A resolution developed by you and the other person will more likely meet your needs than a resolution imposed by a judge.

✓ **Preserves Relationships**

The Parties constructively discuss and resolve your dispute while building a better relationship.

✓ **Promotes Creative Problem-Solving**

You develop innovative solutions instead of the typical win/lose results.

MEDIATION

A win-win process that empowers individuals to collaborate and find solutions.

HOW TO GET STARTED

Contact the Office of Workplace Diversity at 202-418-8164.

WHAT CAN I EXPECT AT MEDIATION?

- Parties will meet jointly with the mediator, who will answer questions about the process.
- All parties sign an "Agreement to Mediate" to ensure confidentiality.
- Each party will have an uninterrupted opportunity to speak and be heard.
- The mediator will ask questions of each party.
- The mediator may meet privately (caucus) with each party; these meetings are confidential.
- Once all issues have been identified, the mediator will assist the parties in generating options for resolving the dispute.
- When parties develop solutions, the agreement is usually put in writing.
- If resolution is not reached, the participants may continue to pursue their rights in a different forum.