



Federal Communications Commission Alternative Dispute Resolution Policy Statement May 12, 2020

The Federal Communications Commission's (FCC) Alternative Dispute Resolution (ADR) Program "Don't Escalate, Choose to Mediate" aims to prevent and resolve workplace conflict in a fair, amicable, timely, equitable and cost-effective manner. 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 opt to "Don't Escalate, Choose to Mediate!" 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 and without the need to escalate.

A handwritten signature in black ink that reads "Ajit V. Pai".

Ajit V. Pai
Chairman