

FEDERAL COMMUNICATIONS COMMISSION, ALTERNATIVE DISPUTE RESOLUTION PROGRAM

BRIDGING RELATIONSHIPS THROUGH UNDERSTANDING

Are you experiencing conflict in your workplace? Is it difficult to productively and effectively communicate with a fellow co-worker, an employee, a supervisor or manager? Consider mediation as a path to communicate, collaborate, and resolve

WHAT IS MEDIATION?

Mediation is a dispute resolution alternative commonly used at the FCC to resolve workplace conflicts. In mediation, a neutral third party (the mediator) assists the parties in discussing their concerns in a productive manner and identifying options that are workable for all involved.

WHO ARE THE MEDIATORS?

To avoid conflicts of interest, mediators are not FCC employees and come from the Federal Mediation and Conciliation Service Shared Neutrals Program – an interagency of some 40 Federal agencies in the D.C. area.

WHAT TYPES OF CONFLICTS CAN BE MEDIATED?

Mediation is typically used in addressing issues of controversy that arise in the workplace and adversely affect work relationships (for example terms and conditions of employment)

Mediation may also work in conjunction with other dispute resolution processes, such as grievances or equal employment opportunity (EEO) complaints, when the conflict involves working conditions, terms and conditions of employment, personnel actions and allegations of employment discrimination.

However, coming to mediation does not satisfy the obligation to timely file in other dispute resolution processes, nor does it constitute legal notice to the FCC or official notice to initiate those processes.

WHO CAN REQUEST MEDIATION?

Any Federal employee can request mediation. This includes employees, supervisors and managers.

BENEFITS

- **Voluntary.*** You choose to participate in mediation.*
- **Informal.** You collaborate on a time that works for all to come together in an informal setting.
- **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 involved will more likely meet your needs than a resolution imposed by a decision maker.
- **Preserves Relationships.** You constructively discuss and resolve the conflict leading to improved communication and relationship building in the future.
- **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 and gives the parties involved an opportunity to do so by building a positive work relationship through understanding..

* Within the context of the EEO process, when an employee requests mediation with a supervisor, the supervisor is required to participate in the requested mediation.

HOW TO GET STARTED

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