



# Treasury Shared Neutrals Program

*“Solving Problems . . .  
. . . Together”*



## Treasury Shared Neutrals (TSN) Program

The objectives of the TSN program are to:

- ◆ Develop a nationwide cadre of highly trained certified neutrals (also known as mediators).

- ◆ Assist *organizations* in resolving all types of workplace disputes at the earliest stages of conflict management and resolution processes through mediation, facilitation, and coaching.

The goal of the TSN program is to sustain a pool of certified mediators who will provide assistance upon request and at limited cost to the organization. Our mediators maintain their skills through annual training and mediation participation after they meet the certification standards to become a Treasury Shared Neutral (TSN). These skilled

mediators are accessible nation-wide within the Treasury and former Treasury organizations.

## The Mediation Process

Mediation is an effective and efficient tool to utilize for the majority of disputes. When an issue or dispute surfaces, mediation is a proven means of resolution for nearly 75% of cases presented.

In mediation, a neutral third party assists in resolving a dispute. Mediation is a joint collaborative approach that focuses on the parties' real

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interests, values, and concerns. The process encourages the parties to achieve their own resolution. The mediator guides the parties through the problem solving process in an effort to reach mutually beneficial solutions.

## TSN Mediators

TSN mediators are employees from various organizations who are trained in the art of mediation, and who voluntarily serve in this capacity on a collateral-duty basis. They come with diverse backgrounds in the workplace

that adds to the richness and skills that are brought to the table during the mediation process.

TSN mediators are certified and must meet Treasury standards before they are qualified to mediate a case. Training in basic mediation is required with many receiving advanced training. Annual continuing education in topics relevant to mediation is a requirement to maintain mediator status with the TSN cadre. Some TSN mediators maintain certifications from area state Supreme Court systems and are members of



other mediation programs. TSN uses a team mediation approach that allows for depth of knowledge and experience at the mediation table. This approach enriches the process for all parties involved in the problem solving process of mediation. Helping the workforce with conflict resolution services is their goal.

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## Requesting Mediation

Anyone who has a workplace conflict/problem may use the services of the TSN program. Contact your EEO/ADR Director or Manager or local counselor to learn more about the TSN program. Assistance

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and direction to the appropriate channel will subsequently be provided.

## TSN Program Oversight

As a Department of Treasury Program, the Deputy Assistant Secretary, Workforce Management, Office of Equal Opportunity and Diversity (OEOD) has policy oversight for the TSN program. The Bureau of Engraving and Printing has been delegated administrative oversight responsibility for:

- ◆ Establishing certification standards for all mediators

- ◆ Identifying additional training and seminars to enhance the skill level of all mediators
- ◆ Maintaining an updated Treasury-wide listing of mediators, which includes names, telephone numbers, background and other relevant information

