



MINIMUM CRITERIA FOR MEDIATORS OF POSTAL SERVICE DISPUTES

The Postal Service strongly supports the use of mediation to resolve disputes. To ensure the integrity of this alternative dispute resolution process, the following minimum criteria must be met by any mediator involved in mediating a Postal Service dispute. **In addition, the Postal Service may require subject matter expertise prior to mediating certain disputes.**

Postal Service Employee Mediators

1. Completion of a 3-day mediation course (minimum of 20 hours) that includes extensive role-playing; **AND**
2. For an individual who has independently mediated at least five cases: at least one Postal Service observation and satisfactory evaluation by a qualified mediator, **OR**

For an individual who has not independently mediated at least five cases: three mediations with at least one observation and satisfactory evaluation by a qualified mediator.

Contract Mediators

1. Completion of a 3-day mediation course (minimum of 20 hours) that includes extensive role-playing, **AND**
2. Completion of at least ten mediations as lead or co-mediator, **AND**
3. Evaluations from a qualified source, **AND**
4. Attend Postal Service certified training, **AND**
5. Mediate first case at no charge to the Postal Service and be evaluated by the Postal Service.