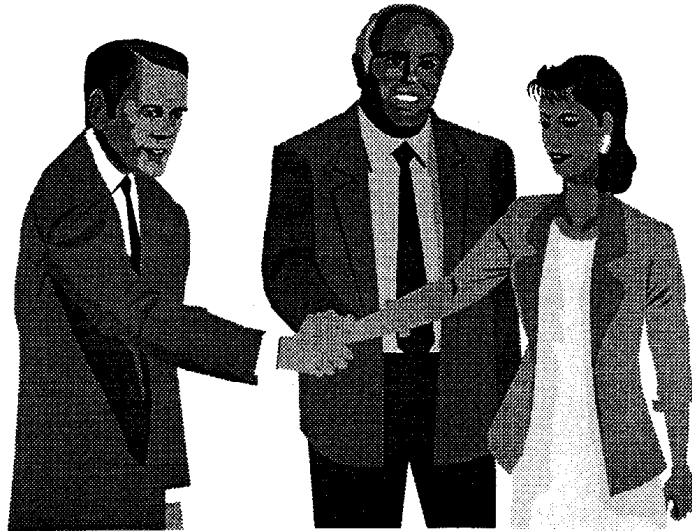


Alternative Dispute Resolution Pilot Project



**Federal Deposit Insurance Corporation
First Program of the Attorney General's Alternative Dispute Resolution Workplace Disputes
Section**

**Presented By: Sheila Walcott
Department of the Treasury
Bureau of Engraving and Printing**

1/13/99



How We Got Started

- **Established Joint Labor-Management Partnership Council ADR Initiative 1995**
 - **Researched Benefits of ADR**
 - **Determined Dispute Resolution Needs**
 - **Developed an ADR Proposal**
 - **Created Strategic Plans to Sell the “Proposal”**



How We Got Started

- **Provided a Three Point Presentation**

FOCUS:

- › **Improved Working Relationships**
- › **Control of Outcome**
- › **Savings of Time/Money**



How We Got Started

- **Established ADR Pre-implementation Team 1996**
 - **Created Pilot Project Plan**
 - **Determined Required Staffing Needs**
 - **BEP Senior Official**
 - **One Labor Representative**
 - **One Management Representative**
 - **One Administrative Assistant**



How We Got Started

- **Established ADR Pilot Project Committee**
 - **Selected Mediators**
 - 10 Labor
 - 10 Management
- **Established Training Requirements**
 - **Basic Mediation**
 - **Advance Mediation**



Internal ADR PROGRAM Services

- **Mediation**
- **Facilitation**
- **Fact-finding**
- **ADR Training**

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External ADR Program Outreach Services

- **ADR System Design Briefings To Other Agencies And Organizations**
- **Treasury Shared Neutrals Program**
 - Includes Eight Treasury Bureaus

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Current uses for ADR in the Workplace

- **Use Mediation/fact-finding to Resolve Disputes Such As:**
 - >EEO Complaints
 - >Grievances
 - >Unfair Labor Practice Complaints
 - >Disciplinary Actions
 - >Employee/ Employee Disputes
 - >Employee/ Manager Disputes
 - >Harassment Complaints



Current uses for ADR in the Workplace Continued....

- **Use ADR Staff to provide Facilitation Services at:**
 - **Staff Meetings**
 - **Individual Meetings between employee/supervisor**
 - **Employee/employee**

Current uses for ADR in the Workplace continued...

- **ADR Staff & ADR Committee Members provide ADR Training at:**
 - **Lunch-Time-Learning Sessions**
 - **First Line Supervisors Training**
 - **Joint Labor Council Training**
 - **Workforce Training**



Design Lessons Learned

- **Identify Stake Holders**
 - Include appropriate personnel (managers, union officials, EEO, LMR, legal counsel, etc.)
- **Obtain Buy-In (from all Levels of the Workforce)**
 - Host focus group meetings



Design Lessons Learned

- **Benchmark Available ADR Programs**
 - Evaluate hard data
- **Involve “Champions” from the start**
 - Solicit volunteers who are interested in the process



Design Lessons Learned

- **Set Realistic Goals**
 - Create a list of results you are seeking
- **Train Early**
 - Establish plans for training as soon as possible
- **Be Flexible**
 - Review-Refine-Review



Mediation Lessons Learned

- **Think Process**
 - Make the process attractive
- **Emphasize Confidentiality**
 - Promote openness and honesty



Mediation Lessons Learned

- **Remain Impartial**
 - Focus on the process and the problem not the parties
- **Follow-up**
 - Maintain good faith agreements



SUMMARY

- **MAINTAIN THE LABOR-MANAGEMENT PARTNERSHIP**
- **FACILITATE OPEN COMMUNICATION**
- **FOCUS ON IMPROVING WORKFORCE RELATIONSHIPS**
- **CONTINUE TO MARKET THE PROGRAM**