

Designing an ADR Training Program

PRESENTED FOR

Workplace Disputes Section

February 16, 1999

By

Bureau of Engraving & Printing

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1. Objective

- To change Bureau culture in a way that promotes managing conflict promptly and informally

2. Budget

- Who will provide money for training?
- How much?
- When?

3. Marketing Strategies

- Notification

4. Steps to Designing Training

- Step1 - Benchmark similar organizations
- Step2 - Identify Stakeholders & target groups
- Step3 - Assess training needs
- Step4 - Select Trainers
- Step5 - Implement Training
- Step6 - Evaluate Training
- Step7 - Review Customer Feedback
- Step8 - Implement program changes as needed

5. Barriers to Training

- Identify possible barriers
- Create alternatives

Lunch Time Learning Seminar: ALTERNATIVE DISPUTE RESOLUTION

DATE: _____ TIME: _____ PLACE: FTW, TX Canteen

INSTRUCTORS: _____

Check the Appropriate Blank

1. Did you learn the definition of ADR? Yes No
2. Did you learn the definition of Mediation? Yes No
3. Did you learn the role of the Mediator? Yes No
4. Do you understand the ADR process (i.e. mediation)? Yes No
5. Would you use the ADR process? Yes No
6. Would you recommend the ADR program to others? Yes No
7. Would you like more of these type seminars? Yes No

Circle the appropriate Number

- | | Low | | | | High |
|---|-----|---|---|---|------|
| 1. The instructor(s) were knowledgeable. | 1 | 2 | 3 | 4 | 5 |
| 2. The handouts were easy to read and understand. | 1 | 2 | 3 | 4 | 5 |
| 3. The instructor's ability to communicate was... | 1 | 2 | 3 | 4 | 5 |
| 4. The seminar increased my knowledge of ADR. | 1 | 2 | 3 | 4 | 5 |

Comments:
