

EEO-PLUS

Partners Listening, Understanding, and Solving

*Alternative Dispute Resolution
Program*

Large Print Version



Alternative Dispute Resolution

The Alternative Dispute Resolution Program is a voluntary program that uses mediation to resolve disputes quickly at the earliest possible stage.

ADR offers the following:

- An opportunity to be heard.
- An opportunity to develop new ways of dealing with a dispute.
- Confidentiality of discussions.
- An opportunity to jointly create your own solution.

The Service utilizes mediation as its primary technique, but does not replace other systems already in place to resolve conflict. It does offer an alternative for enhancing those processes.

How Does Mediation Work?

A mediator, trained in conflict resolution—specifically, the mediation process—serves as an impartial party. He or she does not take sides or make a decision in the dispute. The mediator begins the mediation process with an introduction and presentation of ground rules for the session. Each involved person then tells about the situation from his or her personal perspective.

After each party has had the opportunity to speak, the mediator may ask questions to clarify a point or elaborate on the matter discussed. This is done in a joint session with the parties present.

Then, the mediator may hold a private meeting, called a caucus, with each party. During a caucus, each party has a chance to suggest possible solutions to the conflict. These are explored and refined until a mutually acceptable agreement is reached.

Confidentiality

Conversations held during mediation and materials produced remain confidential, in accordance with Section 574 of the Alternative Dispute Resolution Act and the Freedom of Information Act. The Mediator will not disclose anything that occurred during mediation without the parties permission.

Not Litigation

The mediator does not determine who is right or wrong. All points of view are valid and the parties work together to create a solution. Mediators do not provide legal advice. Each party may have a representative present during the mediation session.

A Focus on the Positive

The mediation process acknowledges the emotional issues in a conflict, focuses on finding a workable solution to the dispute rather than on assigning blame and provides constructive assistance.

Mediation saves the parties time, expense, and the emotional distress of facing unresolved conflict in the workplace. Mediation makes possible a renewed, positive working relationship between the parties and allows the work of the agency to move forward without prolonged disruption.

**Resolution—
A Written Agreement**

Because it does not favor either party, mediation facilitates resolution of a dispute in a manner satisfactory to all involved. When the parties agree to an acceptable solution, it is recorded in writing by the mediator. Once the agreement is approved, and all parties sign, it is binding on all parties.

Who Can Ask for Mediation?

Any employee, supervisor, or manager may request mediation if they face an issue or concern that needs to be resolved.

Region 1

Division of Diversity & Civil Rights
911 NE 11th Avenue, 6th Floor West
Portland, OR 97232
Phone: 503/231 2260 • Fax: 503/231 2322
TTY: 503/231 6263
Web: pacific.fws.gov

Region 2

Division of Diversity & Civil Rights
500 Gold Avenue, SW, Room 3018
Albuquerque, NM 87102
Phone: 505/248 7838 • Fax: 505/248 6910
Web: southwest.fws.gov

Region 3

Division of Diversity & Civil Rights
BHW Federal Building – 1 Federal Drive
Ft. Snelling, MN 55111-4056
Phone: 612/713 5316 • Fax: 612/713 5282
TTY: 612/713 5318
Web: midwest.fws.gov

Region 4

Division of Diversity & Civil Rights
1875 Century Blvd., Room 230
Atlanta, GA 30345
Phone: 404/679 7077 • Fax: 404/679 7071
Web: southeast.fws.gov

Region 5

Division of Diversity & Civil Rights
300 Westgate Center Drive
Hadley, MA 01035-9589
Phone: 413/253 8315 • Fax: 413/253 8462
Web: northeast.fws.gov

Region 6

Division of Diversity & Civil Rights
Denver Federal Center, P.O. Box 25486
Denver, CO 80225
Phone: 303/236 7903 • Fax: 303/236 3816
Web: mountain-prairie.fws.gov

Region 7

Division of Diversity & Civil Rights
1011 East Tudor Road
Anchorage, AK 99503
Phone: 907/786 3328 • Fax: 907/786 3552
Web: alaska.fws.gov

Division of Diversity & Civil Rights

4040 North Fairfax Drive
Room 300, Webb Building
Arlington, VA 22203
Phone: 703/358 1724 • Fax: 703/358 2030
Web: www.fws.gov



U.S. Fish & Wildlife Service
Division of Diversity & Civil Rights



Equal opportunity to participate in and benefit from the programs and activities of the U.S. Fish and Wildlife Service is available to all individuals regardless of age, race, religion, color, sex, national origin, disability, sexual orientation, status as a parent, protected genetic information. Please direct any questions to the U.S. Department of the Interior, Office of Equal Employment Opportunity, 1849 C Street, NW, Washington, DC 20240.

Photos from Microsoft Design Gallery