

ADR LUNCHTIME SERIES

Beyond Conflict---Achieving Results the FAIR Way

The Office of the Comptroller of the Currency (OCC) has a multi-faceted approach to preventing, managing, and resolving conflict. One facet is the Fair Alternatives and Innovative Resolutions (FAIR) Program, which provides an alternative to addressing non-EEO and non-grievance workplace disputes, utilizing various ADR techniques such as mediation, facilitation, and shuttle diplomacy. Another facet to OCC's approach is educating and empowering employees to manage conflicts as they arise, without the need for a third-party neutral. To foster this, OCC encourages use of the "Crucial Conversations" framework and techniques. The presenters will discuss the development, structure, and lessons learned as these programs have evolved.

The Workplace Fairness and Equal Opportunity Division, Office of Comptroller of the Currency Presenters:

- Linda Lynn Batts, Director
- Madelynn Orr, ADR Specialist and Field Advisor
- Towanda Stanley, EEO Specialist and "Crucial Conversations" Program Manager
- Becky Tudisco, EEO Manager

Presented by: The Interagency ADR Working Group, Workplace Conflict Management Section

Date: Thursday, February 12, 2009

Time: Noon - 1:30 PM

Please allow extra time for security procedures

Location: U.S. Department of Energy
1000 Independence Ave, SW, Room GJ-015
Washington, D.C. 20585

Directions:

Orange/Blue Line-Smithsonian/Holocaust Museum/Bureau of Engraving and Printing Exit; Yellow Line-L'Enfant Plaza/Maryland Ave. Exit

Please RSVP by February 6, 2009, with name, citizenship, and agency/employer to Cindy Mazur, ADR Director, FEMA, at cindy.mazur@dhs.gov Questions? Call Cindy at (202) 646-4094. If you would like to listen via teleconference, please contact Pamela Pontillo at Pamela.Pontillo@hq.doe.gov.