

# ADR LUNCHTIME SERIES

## Evaluating a Workplace ADR Program: Tips on Planning, Conducting and Utilizing the Results

How do ADR program managers ensure the quality of their programs, identify program successes and difficulties and make necessary improvements? ADR Program Evaluation is an essential component in sustaining and increasing support for ADR. The presenters will discuss how to plan and conduct an evaluation of a Workplace ADR Program. The session will look at best practices and lessons learned. The session will also examine efforts at the Department of Veterans Affairs to evaluate local and national Workplace ADR Program successes and challenges.

Tracey Therit – Alternative Dispute Resolution Manager,  
Department of Veterans Affairs

Dianne Chasen Lipsey – Founder and Co-President, ADR  
Vantage, Inc.

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

Date: Thursday, January 15, 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.

### Directions:

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

Please RSVP by January 9, 2009, with name, citizenship, and agency/employer to Cindy Mazur, ADR Director, FEMA, at [cindy.mazur@dhs.gov](mailto: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](mailto:Pamela.Pontillo@hq.doe.gov).