



**DEFENSE LOGISTICS AGENCY**  
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IN REPLY  
REFER TO

CAAH

NOV 25 1997

**MEMORANDUM FOR DLA EXECUTIVE TEAM**  
**COMMANDERS OF DLA PRIMARY LEVEL FIELD ACTIVITIES**

**SUBJECT: Mediating EEO Claims--Reach Equitable SOLUTIONS Voluntarily  
and Easily (RESOLVE)**

I strongly support the use of mediation rather than traditional methods to resolve disputes. Mediation typically results in disputes being settled quicker, at less expense, and with less disruption to the workplace.

In October 1996, the Administrative Dispute Resolution (ADR) Act was reauthorized. The ADR Act and Department of Defense (DoD) Directive 5145.5 require the establishment of capabilities to handle disputes using ADR processes and encourage broader use of ADR. In June of this year, Secretary of Defense William S. Cohen issued a memorandum requiring every DoD component to have an ADR program.

Your local Equal Employment Opportunity (EEO) Office is now offering mediation as an option to EEO claimants. This dispute resolution option, referred to as RESOLVE, is the outgrowth of a teaming arrangement between the Defense Logistics Agency (DLA) Equal Employment Opportunity Office and the Office of General Counsel. RESOLVE is a part of DLA's formal ADR program. In September, approximately 20 DLA employees attended a week-long mediation training course to become mediators for RESOLVE. In October, at the DLA EEO Conference, the Agency's Equal Employment Managers (EEM) were briefed on RESOLVE and instructed to begin using it locally. Implementing guidance will be sent to the EEMs shortly.

The success of RESOLVE depends on your willingness and that of your managers and supervisors to embrace mediation as the preferred method of dispute resolution. I encourage you to make mediation the "norm" for resolving EEO complaints in your organization.

HENRY T. GLISSON  
Lieutenant General, USA  
Director

