



DEPARTMENT OF DEFENSE
WASHINGTON HEADQUARTERS SERVICES
1155 DEFENSE PENTAGON
WASHINGTON, DC 20301-1155



AUG 21 2012

MEMORANDUM FOR: DISTRIBUTION

SUBJECT: Collaborative Resolution Program Policy

The Washington Headquarters Services (WHS) reaffirms its commitment to utilize alternative dispute resolution (ADR) to the maximum extent possible to help resolve workplace disputes. The WHS program for ADR is the Collaborative Resolution Program (CRP) and is guided by WHS Administrative Instruction 106, *Collaborative Resolution Program*. The CRP is available to help resolve a broad range of workplace issues, primarily through the use of mediation, facilitation, and climate surveys. This program is a valuable resource for informal dispute resolution and a means for effective human capital management. Participation in the CRP is voluntary for all parties involved in the dispute. Active engagement in this process enables personnel to settle their differences in a confidential and respectful manner.

The goal of the program is to facilitate conflict resolution at the lowest possible organizational level, through the quickest and most cost effective means. Workplace disputes should be resolved before morale and team work become adversely affected. The CRP is designed to assist in addressing many different types of disputes, to include equal employment opportunity (EEO) and non-EEO related matters. Workplace disputes may range from simple miscommunication, performance management, personality clashes, or misunderstandings related to cultural differences. The third party neutrals are experienced in techniques designed to facilitate discussion and help participants reach a mutually agreed upon resolution. Training in conflict resolution is available through the CRP for all personnel to increase their ability to effectively deal with workplace conflict when it arises.

For more information on the suitability of a dispute for CRP services and on the benefits of the program, or to obtain information regarding upcoming training, you may visit the CRP website at www.whs.mil/eeop/crp or contact the CRP Manager at (571) 372-0844.

William E. Brazis
Director

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