



## MEDIATION WORKS!

Mediation helps to build relationships. People solve their own problems by looking to the future, rather than finding fault with the past. YOU (the participant involved) make the decisions.

\* Mediation often works in conjunction with other dispute resolution processes, such as grievances or equal employment opportunity (EEO) complaints. However, mediation does NOT forestall established timeframes within those processes, nor does it constitute legal notice to DOE or official notice to initiate those processes. Accordingly, ***you should always timely initiate contact with the appropriate office for any process you wish to pursue, even if you enter mediation.***

For more information, contact the Office of Conflict Prevention and Resolution.

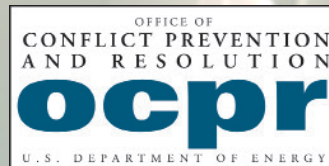


**U.S. DEPARTMENT OF ENERGY  
Office of Hearings and Appeals  
Office of Conflict Prevention  
and Resolution (HG-6)**

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U.S. Department of Energy  
Office of Conflict Prevention and Resolution

# HEADQUARTERS MEDIATION PROGRAM



For Information Contact:  
HQ Mediation Program  
Phone: (202) 287-1566

## CONFLICT IN THE WORKPLACE

Are you experiencing conflict in your workplace? Is it difficult to have productive and effective communications with a fellow co-worker, an employee, a supervisor or manager? Consider mediation!

### WHAT IS MEDIATION?

Mediation is a type of Alternative Dispute Resolution (ADR) commonly used at DOE to resolve workplace disputes.

In mediation, a neutral third party (the mediator) assists the parties in discussing their concerns in a productive manner. The mediator does not take sides, but helps the participants express their concerns, and identify options that are workable for all involved.

### WHAT TYPES OF CONFLICTS CAN BE MEDIATED?

All types! Mediation can be used for conflicts between employees, program offices, and supervisors and employees – even conflicts involving several parties.

### WHO CAN REQUEST MEDIATION?

Mediation is voluntary. Any Federal employee can request mediation. Once mediation is requested, the Office of Conflict Prevention and Resolution will contact the opposing party involved in the dispute to determine if they are interested in participating in mediation.

## HOW TO GET STARTED

Contact the Office of Conflict Prevention and Resolution at 202-287-1566 or 202-586-4002. You may also request mediation through the Office of Civil Rights, the Headquarters Employee and Labor Relations Division in the Office of the Chief Human Capital Officer, the Office of the Ombudsman, the Employee Assistance Program or through the National Treasury Employees Union, Chapter 213 (Forrestal) or Chapter 228 (Germantown).

### BENEFITS

#### ✓ *It's Voluntary*

You choose whether or not to participate in mediation.

#### ✓ *It's Informal*

The process is informal and flexible. Representatives are not required, but you may bring a friend, a colleague, a union representative, or an attorney.

#### ✓ *It's Confidential*

You speak without fear that your words will be used against you in another proceeding, because anything said in mediation cannot be used in any other forum. The matters and issues discussed in mediation are confidential.

#### ✓ *There's No Risk*

You can choose to end mediation at any time, and you're never obligated to accept a resolution unless you're satisfied.\*

#### ✓ *It's Quick*

The majority of mediations are completed in one or two sessions.

#### ✓ *You Control the Outcome*

A resolution developed by you and the other person will more likely meet your needs than a resolution imposed by a judge or arbitrator.

#### ✓ *It Preserves Relationships*

You resolve your dispute while building a better relationship with the other person.

#### ✓ *It Allows for Creative Problem-Solving*

You develop innovative solutions instead of the typical win/lose results of more adversarial proceedings.

### MEDIATION

A win-win process that empowers individuals to collaborate and find solutions.

### WHAT CAN I EXPECT AT MEDIATION?

- Parties will meet jointly with the mediator, who will answer questions about the process.
- All parties sign an "Agreement to Mediate" to ensure confidentiality.
- Each party will have an uninterrupted opportunity to speak.
- The mediator will then ask questions of each party.
- The mediator may meet privately (caucus) with each party; these meetings are confidential.
- Once all issues have been identified, the mediator will assist the parties in generating options for resolving the dispute.
- When parties develop solutions, the agreement is usually put in writing.
- If resolution is not reached, the participants may continue to pursue their rights in any other forum.\*

