

What Can I Expect at Mediation?

- Parties will meet jointly with the mediator.
- All parties sign an "Agreement to Mediate" to ensure confidentiality.
- With all parties present, the mediator will provide introductory remarks and engage in questions and answers to ensure that everyone has a mutual understanding of how the mediation session(s) will proceed.
- Each party will have an uninterrupted opportunity to speak.
- After each party discusses their concerns, the mediator will ask questions to clarify information; parties are also encouraged to ask questions of each other.
- The mediator may meet privately (caucus) with each party; these meetings are confidential.
- Once all issue(s) have been identified, the mediator will assist the parties in generating option(s) for resolving the dispute.
- When parties develop solution(s), an agreement usually is written (e.g., resolution of an EEO complaint or grievance).
- If resolution is not reached, the participants may continue to pursue their rights in any other appropriate forum.

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.

What Participants Say

"Mediation was quick, required relatively little paperwork, and I didn't need a lawyer. It was a no risk alternative to years of legal battles."
- DOE Employee

"Mediation is supervised communication that ensures balance and engagement."
- DOE Manager

This program was developed in conjunction with the Office of Civil Rights, HQ Employee and Labor Management Relations Office and the National Treasury Employees Union.

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

Headquarters Mediation Program



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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 the type of Alternative Dispute Resolution (ADR) process that is most commonly used at DOE to resolve workplace disputes.

In mediation, a professional non-DOE neutral assists the parties in discussing their conflict in a productive manner. The mediator does not take sides but rather facilitates the discussion and 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, supervisors and employees - even conflicts involving multiple parties.

Who Can Request Mediation?

Any person at any time! You don't give up any rights that you may have under a more formal EEO or grievance process.

How To Get Started?

Contact the Office of Conflict Prevention and Resolution at 202-586-4002. You may also request mediation through the Office of Civil Rights, HQ Employee and Labor Management Relations or the NTEU.

Benefits

• Voluntary

You choose whether to participate at every stage of the process.

• Informal

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

• Confidential

You speak without fear that your words will be used against you in another proceeding.

• No Risk

You may retain the right to address the issue formally (e.g., EEO and Grievance procedures).

• Quick

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

• Self-Determination

You control the outcome.

• Preserves Relationships

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

• Creative

You develop innovative solutions and move away from the typical win/lose results of more adversarial proceedings.



Mediation

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