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What Is Alternative Dispute Resolution?

Alternative dispute resolution (ADR) involves a variety of joint problem-solving approaches designed to avoid formal and expensive litigation. The process is much like mediation, using a neutral third party to help disputants find mutually acceptable solutions to problems arising in the workplace. ADR is widely used in society, from family disputes to neighborhood, environmental, intergovernmental, legal, public policy and workplace disputes. ADR has become the preferred choice in working toward settlement. The Federal Mediation and Conciliation Service (FMCS) has more collective experience in dispute resolution than any other government agency and can offer its services within and beyond the workplace. Federal mediators can serve as an effective intervention in employment disputes ranging from harassment to discrimination.

What kind of Employment-Mediation Services Are Available?

FMCS can help your organization design and develop a dispute resolution system to enhance both the workplace and labor-management relations.

Our services include:

- **Workplace Disputes:** FMCS mediators are available to assist parties in resolving workplace-related disputes, such as Equal Employment Opportunity (EEO) claims.
- **Systems Design:** FMCS can design appropriate methods and strategies to establish or improve conflict resolution within an organization.
- **Training:** FMCS offers training programs to educate organizational staff and leaders in mediation and facilitation skills.

Generally, we begin with a site visit, where we diagnose the problems specific to your organization. We study how issues and problems are currently resolved in the organization and develop options for improvement. In each case, mediators apply expertise that has made FMCS the leading mediation service provider.

Why FMCS?

“With a history of more than a half century of providing mediation and facilitation services, FMCS has more collective experience in dispute resolution than any other agency of government.”

What Does This Service Cost?

Typically, we conduct a free initial consultation. During that consultation process, we assess your needs and design a program that meets your specific requirements. Thereafter, services are billed at a rate of \$100 per hour. This fee covers our preparation time, travel, salaries, benefits and agency overhead costs. For more information, visit our Web site at www.FMCS.gov, where you can e-mail the Director of the ADR program.

FMCS

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mission

The primary responsibility of the Federal Mediation and Conciliation Service is to promote sound and stable labor relations through mediation and conflict resolution services. We mediate collective bargaining negotiations, provide other forms of alternative dispute resolution services outside of the collective bargaining context, provide training courses to improve the workplace relationship, and refer arbitrators for settlement of contract application disputes. FMCS mediators are widely dispersed throughout the country. For more information about the Service and its programs, please visit our Web site at www.FMCS.gov