

“We offer conflict resolution services to government agencies to help disputants resolve their problems through mediation.”

Conflict Resolution for Government

Alternative dispute resolution involves 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.

Which Conflict Resolution Services Are Available To Government Entities?

The Federal Mediation and Conciliation Service (FMCS) offers conflict resolution services to government agencies to help disputants resolve their problems. These services include:

- **Employment disputes:** Under governmental inter-agency agreements, we offer employment mediation services to settle EEO and other workplace complaints raised in the public or federal sector.
- **Mediation:** Mediators are available to mediate any kind of workplace dispute in the public or federal sectors.
- **Regulatory Negotiations and Public Policy Dialog:** This process joins government regulators with affected citizenry to draft proposed regulations by consensus and to engage in public policy dialogue that resolves any issues in dispute.
- **Disputes Systems Design:** We design appropriate methods and strategies to establish or improve conflict resolution within government.
- **Relationship Development and Training:** We offer training programs to educate government employees in mediation and facilitation skills, and provide mentoring for mediator-trainees in other agencies.

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.”

Who Can Use These Services?

Any branch of federal, state and local government can use these services to resolve workplace disputes, design systems that resolve disputes more efficiently, obtain training on collaborative approaches to problem-solving, or utilize mediation for regulatory negotiations. In recent years, our client base has included these U.S. government departments and agencies:

- Department of Transportation
- Department of Agriculture
- Department of Education
- Farm Credit Administration
- Department of Housing and Urban Development
- Department of the Interior
- Immigration and Naturalization Service
- Equal Employment Opportunity Commission
- Federal Bureau of Investigation
- Administrative Court Services
- United States Postal Service

What Do These Services Cost?

In every case, we have an initial consultation that is free of charge. During that consultation process, we assess a customer's needs and design a program that meets a customer's specific requirements. Thereafter, services are billed at a rate of no more than \$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 directly e-mail the Director of the ADR program, or call 202-606-5325.

FMCS

National Office
2100 K Street, NW
Washington, DC 20427
Phone: (202) 606-8100
Fax: (202) 606-4251

mission

The primary responsibility of the Federal Mediation and Conciliation Service is to promote sound and stable labor relations through a variety of 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, its locations and its programs, please visit our Web site at www.FMCS.gov