

## MEDIATION PROCESS

Employee contacts  
EEO Official

EEO Counselor conducts  
initial interview and  
discusses the mediation  
process

Mediation panel reviews  
issue(s) discussed during  
initial interview

**Mediation Offered**

### **Offer Accepted**

Management and employee  
attempt resolution.

**If resolution is achieved, a  
settlement agreement is  
compiled and the employee  
withdraws his/her complaint.**

**If resolution is not achieved,  
the EEO complaint process  
resumes.**

OR

### **Offer Declined**

EEO complaint process resumes.



Pine Bluff Arsenal  
Equal Employment Opportunity

*Resolving  
Employment Disputes  
Swiftly (REDS)*



## Mediation: The Alternative Dispute Resolution

Equal Employment Opportunity Office  
10020 Kabrich Circle  
Building 17-110  
Pine Bluff, AR 71602-9500

### HOW CAN I LEARN MORE?

For further information, contact the  
Pine Bluff Arsenal Equal Employment  
Opportunity Office at:

540.3096/3205/3063 (VOICE)  
540.3023 (FAX)

# *Choosing mediation to resolve employment issues and disputes promotes a better work environment.*



## **WHAT IS MEDIATION?**

Mediation, an Alternative Dispute Resolution (ADR) process, is a method by which an objective and impartial person (a trained mediator) facilitates communication between the aggrieved person and management. The mediator assists the complainant and management in resolving problems or disputes. If mediation is successful, the participants will sign a negotiated settlement agreement.

The objective of the ADR program is to improve working relationship by resolving disputes in the most effective and cost-efficient manner.

## **WHEN SHOULD IT BE USED?**

Mediation should be used when an employee or manager identifies a workplace problem or dispute and he/she chooses to resolve the matter in a cost-effective and timely fashion.



## **HOW DOES IT WORK?**

### **Step 1:**

Aggrieved contacts an EEO Official.

### **Step 2:**

Aggrieved may elect mediation over traditional counseling.

### **Step 3:**

The ADR Program Manager meets with the ADR Team to determine if ADR is feasible to resolve the matter.

### **Step 4:**

The ADR Program Manager arranges mediation. The ADR Program Manager also acts as the liaison to parties and mediator

### **Step 5:**

The complainant, responding management official, and mediator come together. The mediator helps the two parties find areas of agreement and incorporates them into resolution terms.

### **Step 6:**

Resolution terms are put into a written settlement agreement and signed by both parties. If an agreement is not reached, the complainant may proceed to the next stage in the complaint process.

## **WHAT ARE THE BENEFITS?**

- Allows each party to openly express concerns in a confidential environment
- Fair and Neutral
- Improves communication and fosters harmonious work relationships
- Most effective and cost-efficient means of resolving workplace issues and/or disputes

*“EEO - Working to provide another avenue to resolving workplace disputes swiftly”*