

FAQ:

Q: Who can initiate ADR?

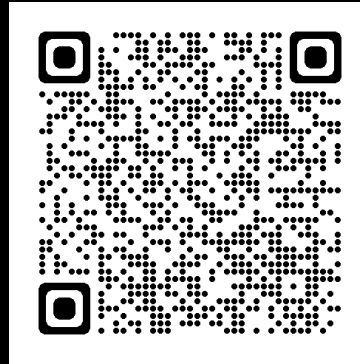
A: Employees, supervisors, managers, and unions.

Q: Do I have to use the ADR process?

A: ADR is entirely voluntary. The parties may end mediation at any time.

Q: Who should be present during the mediation?

A: The mediator and the parties are required to attend. Each party can have a representative or can represent themselves. Civilian Personnel and Legal Office representatives will potentially be on standby.



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Q: If I try ADR, do I lose my rights under the grievance or EEO complaint process?

A: If the aggrieved party thinks the proposed resolution is unsatisfactory, they are free to terminate the mediation session and pursue the traditional formal EEO complaint process.



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Q: Is mediation right for me?

A: Yes, if one of the following applies to your situation (1) the issue involves a continuing relationship; (2) the parties want to resolve the matter quickly, confidentially and informally; or (3) the parties want a voice in shaping an agreement.

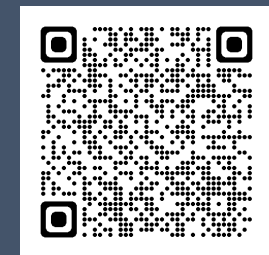
Q: How should I prepare for mediation?

A: Come to mediation prepared to explain your views and ready to listen to the views of others. Mediation is an opportunity to put the issues behind you.



<https://home.army.mil/monterey/index.php/about/garrison-directorates/equal-employment-opportunity>

EEO ADR Program



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What is ADR?

Alternative Dispute Resolution (ADR) is a process that helps resolve disputes outside of traditional methods, including EEO complaints and litigation. ADR offers a chance to share your perspective and work towards a mutually agreeable resolution.

How Does ADR Work?

Mediation is a voluntary, confidential process where a neutral third-party facilitates discussion between parties to identify issues and find solutions. The mediator doesn't provide legal advice or make decisions but helps facilitate discussion.

Why Use ADR?

ADR helps resolve workplace disputes in a private, confidential, and timely way. It can be used for EEO complaints, grievances, workplace disputes, conduct issues, and more.

When can ADR be used?

- EEO complaints
- Administrative grievances
- Workplace disputes
- Conduct or work performance issues
- Union issues (in accordance with Collective Bargaining Agreement/Unfair Labor Practice procedures).
- Groups or offices facing challenges



What are the Benefits of ADR?

- Resolves disputes and conflicts quickly and inexpensively at the earliest stage possible.
- Builds cohesive work relationships.
- Time: mediation sessions vary in length, but usually take no more than one day to resolve, whereas formal complaints sometimes take years to resolve.
- Evokes feelings of empowerment.
- The mediator helps each party voice their concerns and interests in a controlled environment.
- Improves communications between the parties.
- Communications are confidential in accordance with the ADR Act of 1996.
- Focuses on results and collaboration, not fault and blame.
- Real-time response to issues.
- Promotes resourceful and productive solutions.
- Refocuses on mission.
- Keeps decision making control with the parties.



The ADR Process

1. Introduction and explanation of the process.
2. Opening remarks from each party
3. Clarifying questions from the mediator.
4. Separate meetings (caucuses) to discuss issues in detail.
5. Exploration of resolution options.
6. Binding settlement agreement signed by both parties.

Complaints Process

Assisting with filing EEO complaints, use of Alternative Dispute Resolution in the form of mediation, case management, and redirecting non-EEO issues to the appropriate redress organizations.