

# Alternative Dispute Resolution (ADR)

*Do you have a dispute, conflict, or misunderstanding with your supervisor, co-worker, or other colleague?*



ADR can help civilian and military personnel resolve work related issues in a timely, private, & confidential manner.

## What is ADR?

- \* Informal, voluntary process used to resolve conflicts.
- \* Guided discussion by a trained, neutral third party ADR specialist
- \* Addresses both parties' issues
- \* Used to reach a consensual and non-adversarial agreement between individuals
- \* Held at an agreed upon time, date, and location
- ADR does not decide blame, but focuses on resolution

## How ADR Works

- \* Employee identifies a workplace problem
- \* Employee encouraged to raise issue through the chain of command
- \* Employee may contact his/her supervisor, EO Office, Civilian personnel about ADR process
- \* EO counselor discusses with member feasibility of using ADR to resolve the issue
- \* Parties involved are invited to participate in ADR
- \* If the parties choose ADR, they are briefed on roles, responsibilities, what to expect, and how to be prepared for ADR
- Parties attempt to resolve the disputed issues in good faith and by full and open communication.

## When can ADR be useful?

- \* Equal Opportunity Complaints
- \* Merit Systems Promotion Board (MSPB) appeals
- \* Unfair labor practices
- \* Collective Bargaining Impasses
- \* Administrative, union, or management grievances

## ADR Outcomes

- \* Signed agreement between parties
- \* Partial Agreement
- \* No agreement (Both parties are free to pursue other options)

## Who Benefits?

Everybody! Both parties win in ADR and it saves everyone time and money, by allowing issues to be resolved at a lower level. Conflict will only disrupt the morale and productivity of your environment.



***Don't Let This Be Your Organization!***

To obtain the services of a mediator or facilitator, or for more information, contact the EO Office  
3 Kirtland Street, Bldg 1217  
Hanscom AFB MA 01731-2309  
DSN: 845-6397  
Comm: (781) 225-6397  
66ABG.EO@us.af.mil

