

# MEDIATION IS:

- Fair and Impartial
- Confidential
- Voluntary
- An opportunity for you to create a solution to your conflict or concern
- A way for you to take control of your situation
- Often much quicker than the EEO process



## WHAT IS MEDIATION?

Mediation is based on the knowledge that conflict is a natural part of life, and that it can be turned into an opportunity for change. Mediation is a completely confidential and completely voluntary process that utilizes certified neutral third-party mediators to help employees work through their differences and reach a mutually acceptable resolution. Mediators do not take sides nor do they make decisions for the parties. Mediators assist the parties listen to one another, identify issues and develop mutually agreed upon resolutions.

OFFICE OF  
COLLABORATIVE  
ACTION AND  
DISPUTE  
RESOLUTION

[WWW.DOI.GOV/CADR](http://WWW.DOI.GOV/CADR)

Phone: 202-327-5383  
Fax: 202-327-5390  
E-mail: [cadr@ios.doi.gov](mailto:cadr@ios.doi.gov)



HELPING  
EMPLOYEES  
RESOLVE  
WORKPLACE  
CONFLICTS

U.S. DEPARTMENT OF  
THE INTERIOR



# HELPING YOU FIND A RESOLUTION TO YOUR CONFLICT

## WHY SHOULD I USE MEDIATION?

The mediation process allows you to take control of your situation and be an active participant in reaching a resolution to your concerns. Mediation allows you to generate your own solution to the conflict at hand and lets you and the other party reach an agreement that is acceptable to both sides. Mediation helps to ensure that you are heard, your concerns addressed and that any resolution reached helps you and the other party move forward and improve your working relationship.

## WHAT IS THE MEDIATOR'S ROLE?

Mediators are neutral parties which help facilitate the sometimes difficult conversation between employees and their supervisors. Mediators help you identify issues that have led to your conflict and create a safe place where you can discuss and address those issues with another party. Mediators don't take sides, nor do they make decisions for either party. Instead, mediators help to empower both parties to create their own solution to the conflict.

## IS MEDIATION CONFIDENTIAL?

Mediation is a confidential process meaning that any conversations you have with the mediator, during the mediation or any documents created for the mediation will not be shared, except in very rare circumstances where the mediator may be made to by a judge. Any notes taken by a mediator during the process are destroyed and the only records maintained related to the mediation are an agreement to mediate and a written agreement if you reach one.

## THE MEDIATOR:

- Is a neutral party helping you reach a resolution
- Is there to help you have a difficult conversation
- Helps you to identify the underlying issues which have led to your conflict or concern
- Doesn't take sides or assign blame

## WHAT IF A RESOLUTION IS NOT REACHED?

Most mediations result in an agreement between the two parties. Occasionally however an agreement cannot be reached. In these cases, the mediation is ceased and both parties are free to explore all other avenues of resolution such as the formal EEO process.

## IS MEDIATION VOLUNTARY?

While managers must participate in a mediation if an employee requests it, any agreement reached between the two parties is completely voluntary. In a mediation no one is pressured to reach a resolution and if you are uncomfortable, you can end a mediation at any time. Occasionally a mediator will end a mediation if they don't think any more progress can be made in the mediation.



## HOW DO I GET MORE INFORMATION ON MEDIATION?

Mediation is one part of the DOI CORE PLUS program which is easy to access by contacting a Bureau Dispute Resolution Specialist, a CORE PLUS program coordinator, a CORE PLUS roster member, or the Office of Collaborative Action and Dispute Resolution.

[WWW.DOI.GOV/  
CADR/COREPLUS](http://WWW.DOI.GOV/CADR/COREPLUS)