



Baltimore Federal Executive Board

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"FEBs – Results Through Networking"

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MEMORANDUM TO: Federal Agency Heads, Baltimore Federal Executive Board

FROM: Richard H. Howell, Executive Director, Baltimore Federal Executive Board

SUBJECT: Alternative Dispute Resolution Council – Mediation Services Program
Training

Since 2002, the Federal Executive Board's Alternative Dispute Resolution (ADR) Council has provided mediation services to federal agencies and installations. This program is part of the FEBs continuing efforts to serve the federal community and promote ADR, specifically mediation, as an effective way to resolve workplace disputes. In the continuing climate of budgetary constraints and reduced employment levels, it is important that creative methods be utilized to support efforts of management, the military, labor representatives and employees to address and resolve workplace conflict. Shared services have the benefit of reducing costs and increasing objectivity by using mediators not employed by the agency where the dispute arose.

In fiscal year 2009, the ADR Council's Mediation Services Program (MSP) received 93 requests for mediators; an 80% increase from fiscal year 2008. Services were provided by approximately 20 collateral duty federal mediators to 5 FEB agencies and installations. Forty-seven percent of the cases mediated resolved, achieving over \$2 million in cost savings.

To support continued use and success of these services, the ADR Council is sponsoring training on June 8, 2010. The 8 hour workshop is designed for mediators and decision-makers with experience in or exposure to the mediation process. The training will focus on tools and techniques that mediators and parties to mediation can use to work through problems and achieve lasting outcomes. The training will include hands-on practical skills that participants can use to transform conflict and improve relationships. Participants will receive feedback on strengths and areas for improvement.

We encourage you to send your employees to the training, as well as managers and supervisors, who will also benefit by attending.

The instructor, Louise Phipps Senft, of Baltimore Mediation is a nationally recognized trainer and has been providing trainings to government and private entities for the last 17 years. An introductory flyer is attached and more information can be found on all trainings offered by Baltimore Mediation at www.baltimoremediation.com.

The course will be conducted in the new conference facility, room G-033 (level G), Fallon Federal Building, 31 Hopkins Plaza in Baltimore. A welcome coffee and light catered lunch will be available for all participating.

Please register as soon as possible as the course will fill up quickly. If you have questions or need additional information, please contact Tracey Therit, Chairperson, ADR Council at 202-501-2935 or tracey.therit@va.gov.

Enclosure:
Baltimore Mediation ADR Training Flyer
with Registration Form (2 pages)