

DEPARTMENT OF ENERGY
OFFICE OF CONFLICT PREVENTION AND RESOLUTION
HEADQUARTERS MEDIATION PROGRAM
Mediation Program Evaluation Survey

Thank you for taking the time to complete this survey. Your responses will assist us in improving our services and evaluating the program's impact on the DOE's headquarters workforce. Your answers will be held strictly confidential and any information will be used for general program evaluation purposes only.

OPTIONAL: In this mediation, please check which most closely represents your role:

☐ Complainant ☐ Supervisor / Manager / Co-Worker ☐ Representative

Your Name (OPTIONAL):

Please evaluate the mediation process by rating the following items in terms of whether you:

5 - Strongly Agree 4 - Agree 3 - Neutral 2 - Disagree 1 - Strongly Disagree

Questions	5	4	3	2	1
1. The Office of Conflict Prevention and Resolution adequately explained the mediation process and helped prepare me for the mediation session.					
2. The mediator was neutral and listened to what I said without judging me or my ideas.					
3. I was able to express myself and discuss all my concerns during the mediation process.					
4. Mediation helped me understand the other person's point of view.					
5. Mediation helped the other party to be better aware of my concerns.					
6. I think that my relationship with the other person will be improved because we participated in mediation.					
7. The mediator treated me with respect.					
8. I trusted the mediator to maintain the confidentiality of the information that I shared throughout the mediation process.					
9. Do you think your work environment has improved as a result of the mediation?					
10. I would bring other conflicts to mediation in the future.					
11. I would recommend mediation to others in the Department involved in conflicts.					

Did you reach an agreement of your issues/ concerns in the mediation? ☐ YES ☐ NO

Do you believe your conflict is resolved? ☐ YES ☐ NO

What did you like best about mediation?

Was there something you didn't like about mediation?

What suggestions/comments do you have to improve the mediation program?

Please feel free to elaborate on your responses to any of the above questions.

Thank you for your comments

Please return your completed survey to Pamela Pontillo, Office of Conflict Prevention and Resolution, GC-12, Room 6B-222 Forrestal Building, or fax to 202-586-7400, or you may email to pamela.pontillo@hq.doe.gov.