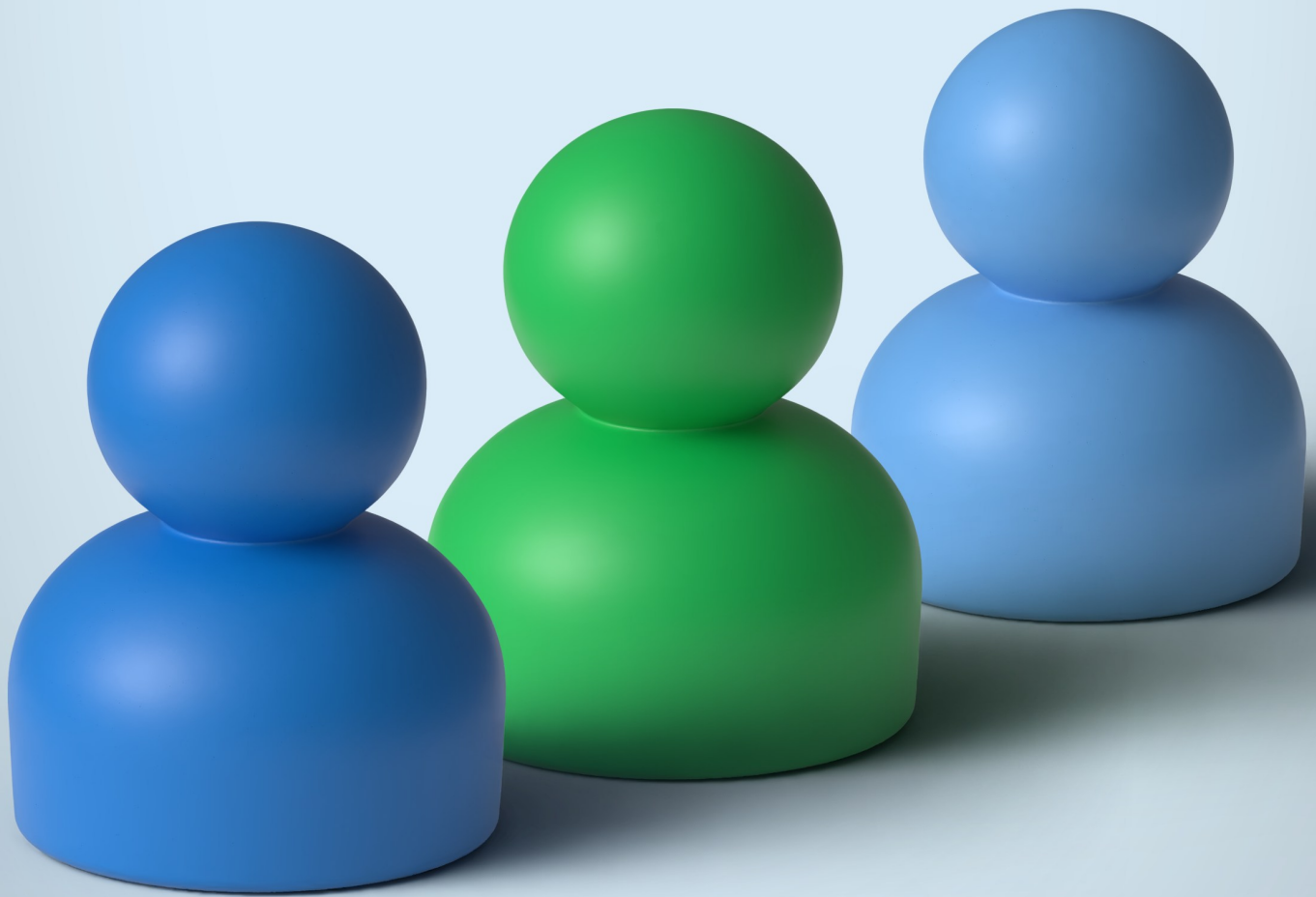


Alternative Dispute Resolution Office Services Guide



Building Conflict-Healthy Workplaces
for over 30 years!

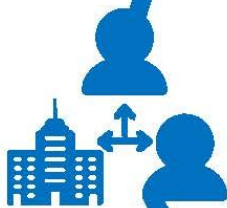


U.S. DEPARTMENT
of ENERGY

ADR ALTERNATIVE DISPUTE
RESOLUTION OFFICE
U.S. DEPARTMENT OF ENERGY

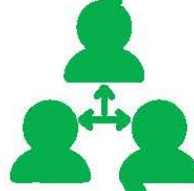
ADR SERVICES

MEDIATION



A neutral third-party assists parties in addressing a formal complaint, grievance, or administrative action work to reach a binding resolution.

FACILITATION



A neutral third-party assists parties in an informal workplace conflict to understand concerns, communicate more effectively, and strengthen their relationship.

CONSULTATION



A one-on-one conversation with a workplace conflict expert who serves as a thought partner to discuss possible approaches and next steps.

TRAINING



Skills-based workshops, webinars, and forums centered around the core competencies of communication, building a conflict-healthy culture, and teamwork.

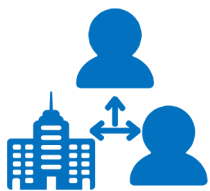
Workplace conflict is inevitable. The ADR Office is here to help.

91 percent of people have to deal with conflict in the workplace at least some of the time.* Unmanaged conflict can seize an extraordinary amount of time for both employees and managers, and can lead to disruption, decreased productivity, decreased engagement, and attrition.

However, there can be major upsides to managing conflict well. Conflict can transform into a force for positive change for your team. **The ADR Office is here to help build a conflict-healthy workplace and manage conflicts in a productive, professional, and efficient way.** When managed properly, conflict can help catalyze innovation, increase employee engagement and retention, and foster a psychologically safe culture.

The ADR Office serves as a resource to explore **efficient and cost-effective** means of managing and resolving workplace conflicts and disputes, saving time, money, and allowing individuals to collaborate toward resolution instead of letting a third party decide for them. We offer **consultations, mediations, facilitated discussions, and training.**

Everything we do is open to all DOE federal and contractor employees nationwide, including those at NNSA, DOE's field offices and laboratories, the Power Marketing Administrations, and EIA. We can help with conflict within a single office or team, between two different teams, between two contractors, or between a federal employee and a contractor employee. Our services and trainings are always **free and available for everybody** in the DOE complex.



*Source: Conflict at Work, The Myers-Briggs Company, August 2022. <https://www.themyersbriggs.com/en-US/Programs/Conflict-at-Work-Research>

CONFIDENTIAL — INFORMAL — VOLUNTARY — FREE

CONSULTATION

A one-on-one conversation with a workplace conflict expert who serves as a thought partner to discuss possible approaches and next steps.



A consultation is a great option for managers.

Consultations are available to everyone, however, leadership endorses the use of ADR specifically by managers and supervisors. If your team has issues with conflict (whether or not it directly involves you), and you want to try to manage it on your own, we can help. We are here to act as a sounding board and provide suggestions and thought partnership.

Email us at ADROffice@hq.doe.gov and ask for a consultation. One of our workplace conflict experts will have a confidential conversation with you and explore available options and resources.

A consultation is an **entirely confidential one-on-one discussion** to talk about workplace conflict.

A consultation is a good option when you aren't sure what to do. **It is a casual, informal discussion to talk about options, resources, strategies, and approaches.**

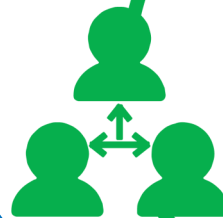
A facilitation is about **building trust, increasing understanding, opening lines of communication, and restoring maximum productivity** between the parties.

Facilitated discussions are a great option where no formal investigations need to occur, but rather **the parties may not get along**, need help working through a history of animosity, or anything that is getting in the way of their important work.

The ADR Office helps parties navigate difficult conversations by keeping discussion on track and ensuring everybody is clear, respectful, and productive.

FACILITATION

A neutral third-party assists parties in an informal workplace conflict to understand concerns, communicate more effectively, and strengthen their relationship.



CONFIDENTIAL — INFORMAL — VOLUNTARY — FREE

MEDIATION

A neutral third-party assists parties in addressing a formal complaint, grievance, or administrative action work to reach a binding resolution.



Mediation is a **voluntary, confidential process** where the neutral helps the parties work to **find a resolution** where a dispute, complaint, or grievance has been filed. The goal in a mediation is a **definitive, binding agreement** between the parties.

Unlike more formal processes, **mediation allows individuals a level of control in the process** and outcome. In other processes (including litigation) a judge, investigator, or other decisionmaker imposes an outcome, but in mediation the parties work to agree upon an outcome together. Mediation benefits both management and employees by making **a “win-win” outcome possible**. It helps bring a **more timely closure to a dispute** without relying on a costly, time consuming, frustrating, and adversarial process.

What types of complaints does the ADR Office Mediate?

The ADR Office can mediate any dispute internal to the DOE that has been filed or submitted for formal consideration. Mediation is a very popular way, for example, to manage equal employment opportunity discrimination complaints (including complaints in the “informal” stage), section 708 and 4712 whistleblower protection disputes, management grievances, concerns filed with the Employee Concerns Program, union grievances, or other similar processes. We can conduct a mediation after a complaint has been submitted, and we’re often referred cases from programs across the DOE.

Is it really confidential?

Yes! Everything having to do with the ADR Office’s mediations, facilitations, and consultations is protected by the Administrative Dispute Resolution Act of 1996. We do not, and by law cannot disclose any information regarding our services to anybody outside of the ADR process without your explicit permission.

It is important for the process that every participant feels they can be completely open and honest with us without fear of retaliation of any kind. Nothing said in an ADR session can be used in any proceeding or performance evaluation. The only exceptions to confidentiality are rare cases where imminent physical harm is likely, or national security is at risk.

CONFIDENTIAL — INFORMAL — VOLUNTARY — FREE

TRAINING

Skills-based workshops, webinars, and forums centered around the core competencies of communication, building a conflict-healthy culture, and teamwork.



The ADR Office provides evidence-backed skills-based conflict management training centered around three core competencies: **effective communication, fostering a conflict-healthy work culture, and promoting teamwork**. To stay in the know and sign up for our offerings, sign up for our distribution list by emailing us at ADROffice@hq.doe.gov. Our offerings include:

ADR OPEN ENROLLMENT WORKSHOPS

The ADR Office hosts regular workshops open to everybody within the DOE enterprise. Our workshops center around our competency model (see next page), and are offered regularly, with topics rotating quarterly.

SUPERVISOR FORUM

The first Wednesday each month, federal and contractor supervisors across the DOE join virtually to build networks, discuss topics related to creating a conflict-healthy culture, and be thought partners on issues and challenges they may be facing. Attendees must be supervisors or in managerial positions to participate.

ADR LUNCHTIME SERIES

The ADR Office, in coordination with the Interagency ADR Working Group, hosts and coordinates an online speaker series featuring experts on ADR-related topics from outside the federal government. To view recordings of previous ADR Lunchtime Series, please visit our site at energy.gov/ADR.

CUSTOM TRAINING

We can provide workshops and seminars upon request at any level to any team within the DOE enterprise. We have a catalog of training options for your specific needs and concerns. We're a small team so capacity is limited, please email us and ask for a training consultation to discuss availability.

ADR OFFICE NEWSLETTER AND DISTRIBUTION LIST

We provide our newsletter via our email distribution list, which also provides monthly updates and reminders on upcoming events. To subscribe to our distribution list, simply email us at ADROffice@hq.doe.gov and ask!

CONFIDENTIAL — INFORMAL — VOLUNTARY — FREE

ADR CORE COMPETENCIES

COMMUNICATION



- Listening
- Communicating Clearly
- Giving Feedback
- Storytelling
- Negotiating
- Asking Questions
- Nonverbal Communication
- Difficult Conversations

CONFLICT-HEALTHY CULTURE



- Flexibility
- Resiliency
- Courage and Vulnerability
- Curiosity
- Reflection
- Respect
- Emotional Intelligence
- Problem Framing

TEAMWORK



- Managing Change
- Building Trust
- Relationship Management
- Problem Solving
- Decision-making
- Managing Uncertainty
- Conflict-Healthy Planning
- De-escalation

Our programs and services center around improving skills highlighted in the ADR Core Competency Model. Contact us for more information on what our office can do for you when it comes to promoting a conflict-healthy work environment with you and your team.

Workplace conflict is inevitable. The ADR Office is here to help you build a conflict-healthy workplace and manage conflicts in a productive, professional, efficient, and cost-effective way. We offer **mediation, facilitation, consultation, and training** services to everybody within the DOE complex. Email us to join our distribution list for the latest on our workshops and other news!



**Building conflict-healthy workplaces
at DOE for over 30 years.**

ADROFFICE@HQ.DOE.GOV
202-586-4002
[ENERGY.GOV/ADR](https://www.energy.gov/adr)

