

“New approaches are needed to deal with mutual problems. Our mediators deliver training programs that help management and labor improve their relationships, develop problem-solving techniques, and cultivate collaborative approaches to bargaining.”

What is Relationship Development and Training?

The Federal Mediation and Conciliation Service (FMCS) mission is to provide assistance and training to the labor and management communities in building better working relationships. Management and labor representatives recognize that new approaches are needed to deal cooperatively with mutual problems, and our mediators deliver training programs that help management and labor improve their relationships, develop problem-solving techniques, and cultivate collaborative approaches to bargaining.

What Training Programs are Available?

FMCS provides many types of training programs, but our first step is to assess your needs. Mediators guide the parties through an assessment of the labor-management relationship and identify areas needing improvement. Once we determine your training needs, we custom-design programs that suit those needs. Federal mediators serve as trainers and will work together with you to evaluate your requirements and develop a program most appropriate for you. Some of our typically-requested training programs include contract administration, labor management partnerships, and alternative bargaining processes:

Contract Administration Training: Contract application requires transformation from contract language to practice. Improving the labor-management relationship at this core level allows for greater cooperation at higher levels.

This training program addresses:

- Relationship-building
- Definition of leadership roles
- Interpersonal and communication skills
- Parties' responsibilities in contract administration
- Grievance procedures
- Disposition of unresolved grievances

Why FMCS?

“With a history of more than a half century of providing mediation and facilitation services, FMCS has more collective experience in dispute resolution than any other agency of government.”

Labor-Management Partnership Training: We have custom-designed several training programs that assist labor and management in developing and enhancing committees that collaborate on workplace solutions. These programs include training modules that develop parties’ interpersonal skills, including:

- Effective planning
- Group problem solving
- Brainstorming
- Effective communication with each other and constituents
- Understanding group dynamics
- Facilitation skills
- Building blocks for effective, useful, cooperative, and productive committees

Alternative Bargaining Processes: Interest-based problem-solving is an alternative to traditional negotiations. Interest-based problem-solving focuses on the interests that are the root cause of a particular problem. The process encourages the use of objective standards to find a solution. Participants learn how to replace their traditional bargaining style with collaborative approaches to problem-solving. Training modules include:

- Active listening
- Interest-based communication
- Brainstorming
- Consensus decision-making

Because our training programs are designed to meet your specific needs, please contact your local FMCS office for more information, or log onto our Web site at www.FMCS.gov. FMCS mediators work out of more than 60 field offices around the United States, and the address of the field office closest to you can be found on our Web site at www.FMCS.gov.

mission

The primary responsibility of the Federal Mediation and Conciliation Service (FMCS) is to promote sound and stable labor relations through mediation and conflict resolution services. We mediate collective bargaining negotiations, provide other forms of alternative dispute resolution services outside of the collective bargaining context, provide training courses to improve the workplace relationship, and refer arbitrators for settlement of contract application disputes. FMCS mediators are widely dispersed throughout the country. For more information about the Service and its programs, please visit our Web site at www.FMCS.gov