

## The Federal Mediation and Conciliation Service

The Federal Mediation and Conciliation Service (FMCS) provides professional services to a wide range of federal, state, and local government agencies to resolve disputes, design conflict management systems, build capacity for constructive conflict management, and strengthen inter-agency and public-private cooperation. In offering these services, FMCS draws on more than 60 years of experience in conflict management and alternative dispute resolution (ADR) services, including negotiation, mediation, convening, facilitation, training, and systems design.

### Why FMCS?

*“With a history of more than 60 years of providing mediation and facilitation services, FMCS has more collective experience in dispute resolution than any other agency of government.”*

“I’m truly sorry that these negotiations have come to an end. I really enjoyed this process.”

—Tribal Attorney, Yakima Nation Housing Council

“Our challenge was finding common ground with over 40 stakeholders in reducing the risk of wildfires in our community. By working with FMCS through the ADR process, we shared interests, identified ideas, and reached consensus on over 100 solutions that will help make our communities safer.”

—J. C. Thomas, Fire Preparedness Manager  
San Diego Gas & Electric

### Mission

*Promoting the development of sound and stable labor-management relations,*

*Preventing or minimizing work stoppages by assisting labor and management in settling their disputes through mediation,*

*Advocating collective bargaining, mediation and voluntary arbitration as the preferred processes for settling issues between employers and representatives of employees,*

*Developing the art, science and practice of conflict resolution, and*

*Fostering the establishment and maintenance of constructive joint processes to improve labor-management relationships, employment security and organizational effectiveness.*

## Managing Conflict Effectively

# Conflict Resolution & ADR Services for Government



## FMCS

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# Conflict Resolution & Alternative Dispute Resolution Services for Government

### What is Alternative Dispute Resolution?

**A**lternative dispute resolution (ADR) is a process used to settle disputes by using techniques other than litigation. Interventions most used by the Federal Mediation and Conciliation Service (FMCS) include mediation and facilitation. A mediator acts as a neutral third party to facilitate an agreement by conducting meetings and coordinating discussions. Facilitators assist parties in having effective and productive communications regarding all types of matters that may or may not involve employment disputes.

### What is Employment Mediation?

Employment mediation involves the use of alternative dispute resolution techniques to solve work-place problems and avoid formal and expensive litigation. The process uses a neutral third party to help disputants find mutually acceptable solutions to problems arising in the workplace. ADR is widely used in society, from family disputes to intergovernmental, legal, public policy, and workplace disputes. FMCS has more collective experience in dispute resolution than any other government agency and can offer its services within and beyond the workplace. Federal mediators can be highly effective in employment disputes, such as harassment, discrimination, and workplace bullying.

## What Conflict Resolution & ADR Services are Available?

### Employment Mediation

FMCS mediates workplace or employment disputes for federal and state agencies. The majority of employment disputes arise from Equal Employment Opportunity discrimination (EEO), personnel issues, union grievances, and workplace conflicts. FMCS accepts individual and multi-party conflicts for mediation.

### Training for All Employee Levels

FMCS designs and conducts a wide range of customized training in negotiation, mediation, conflict management, interagency cooperation, and other areas to build individual skills and improve workplace relationships. FMCS also provides mentoring, coaching, and consulting services to complement training programs.

### Systems Design

FMCS provides professional conflict resolution specialists who work with agencies to design conflict prevention and resolution systems and to build capacity for constructive conflict management systems. Systems design may include an initial assessment, design, development, training, delivery, and program management follow-up.

### Regulatory Negotiations & Public Policy Dialogues

FMCS convenes and facilitates regulatory negotiations and public policy dialogues in which federal agencies work with a wide array of public and private stakeholders to draft proposed regulations and build consensus on public policies.

### Interagency Cooperation & Collaboration

FMCS provides a wide range of services including consultation, convening, facilitation, and training to help other agencies address emerging challenges in interagency and public-private cooperation. Such initiatives may involve participants from within a single agency and/or multi-agency cooperation and collaboration efforts. FMCS may work with an agency to develop a strategic intervention for a specific employee group and this may include a workplace staff retreat and/or strategic planning facilitation services.

## Who Can Use FMCS Services?

FMCS government services are available to federal, state, and local government agencies across the country. To provide customized, local services, FMCS has field offices in over 50 cities throughout the United States. A partial list of governmental agencies and institutions with which we have worked includes:

- Administrative Court Services
- Agriculture
- Center for Disease Control
- Center for Medicare & Medicaid Services
- Commerce/U.S. Census Bureau
- Department of Labor
- Department of Defense
- Department of Veterans Affairs
- Education
- EEOC
- Health & Human Services
- Homeland Security
- HUD
- Interior
- Internal Revenue Service
- National Labor Relations Board
- Office of Special Counsel
- State Department
- Transportation
- U.S. Agency for International Development
- United States Postal Service

## What Do these Services Cost?

Since FMCS does not receive appropriated funds for these services, we are required to offer them on a cost-reimbursement basis, in which we charge for overhead and labor hours involved. In accordance with federal requirements, either an interagency agreement or a partnership agreement may be developed in order to provide service. The cost for mediation services is \$100 per hour or about \$800 per day. There is no cost for initial consultations. For more information, visit our website at [www.FMCS.gov](http://www.FMCS.gov) or contact the office at (202) 606-5445.