



FMCS

FEDERAL MEDIATION & CONCILIATION SERVICE

Improving Delivery of Government Services

Could your organizational effectiveness be improved by third-party facilitation and training in the prevention and resolution of workplace conflict?

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.

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 dispute mediation. 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 build capacity for constructive conflict management systems. Systems design may include an initial assessment, development, design, training, delivery, and program management follow-up.

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.

**Conflict Resolution & ADR Services
for Government**



Regulatory Negotiations and 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.

Administrative Program Dispute Mediation

The FMCS mediates disputes involving the administrative, regulatory, or enforcement responsibility of an agency and include whistleblower complaints or matters that involve Federal agency contracts, grants, licenses, enforcement or administrative programs. Disputes may involve government agencies, the public, and/or private entities. Mediation can reduce time and cost traditionally associated with these disputes and identify mutually agreeable solutions.

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 more than 50 cities throughout the United States. A partial list of governmental institutions with which we have worked includes:

- ◆ Department of Homeland Security
- ◆ Administrative Court Services
- ◆ Department of Transportation
- ◆ United States Postal Service
- ◆ Department of Agriculture National Defense University
- ◆ Department of Education Marine Corps University
- ◆ Department of Housing and Urban Development
- ◆ U.S. Military Academy
- ◆ Department of the Interior
- ◆ Department of Defense
- ◆ Department of Commerce/U.S. Census Bureau
- ◆ Department of State
- ◆ Environmental Protection Agency
- ◆ U.S. Agency for International Development
- ◆ Internal Revenue Service
- ◆ Joint Forces Command
- ◆ Federal Bureau of Investigation
- ◆ U.S. Mint
- ◆ Department of Health and Human Services
- ◆ Department of Energy
- ◆ Department of Veterans Affairs
- ◆ Department of Treasury
- ◆ Department of Labor
- ◆ Office of Compliance
- ◆ Peace Corps
- ◆ Equal Employment Opportunity Commission
- ◆ National Labor Relations Board
- ◆ Federal Labor Relations Board
- ◆ Occupational Safety and Health Administration
- ◆ U.S. Forest Service
- ◆ National Park Service
- ◆ Small Business Association
- ◆ Centers for Medicare & Medicaid

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 the overhead, labor hours and travel expenses involved. In accordance with federal requirements, either an interagency agreement or a partnership agreement may be developed in order to provide service. There is no charge for initial consultations. For more information, visit our website at www.fmcs.gov or contact the Office of International and Dispute Resolution Services at 202-606-5445.

"We offer conflict resolution services to government agencies to help disputants resolve their problems through mediation."