



# FMCS

# FEDERAL MEDIATION & CONCILIATION SERVICE

## International Training and Exchange Program

### Establishing Effective Conflict Resolution Systems Globally

Is your government in need of a customized program to help build capacity to manage and resolve labor conflicts?

#### What Is the International and Exchange Program?

The Federal Mediation and Conciliation Service (FMCS) International Training and Exchange Program responds to a growing number of requests from agencies and institutions of friendly foreign governments for services in labor and non-labor relations conflict resolution. Dispute resolution involves a joint problem-solving approach designed to avoid formal and expensive litigation. It utilizes a neutral third party to help disputants find mutually acceptable solutions to problems arising in the workplace. It is used widely in the United States to resolve family, neighborhood, environmental, intergovernmental, legal, and workplace disputes and has become the preferred choice in working toward settlement.

#### What Are FMCS International Services and Role?

FMCS plays an important role in promoting collective bargaining and supporting the establishment of effective conflict resolution systems in other nations. Emerging democracies often struggle to compete effectively in an integrated global marketplace. Establishing a competitive economy often depends on the role and structure of a country's labor relations systems. FMCS assists other countries in developing sound and stable labor relations through training in dispute resolution systems, collective bargaining and mediation. The programs include:

- ◆ **Dispute Systems Design:** Designing systems that resolve and prevent industrial or governmental conflict where a formal system has not been developed to manage it.
- ◆ **Education and Mentoring:** Training representatives of labor, management and government in industrial relations practices, mediation techniques, negotiation skills, and conflict resolution processes.
- ◆ **Mediation and Facilitation Services:** Assisting in a consensus-building dialogue that promotes economic growth and legal or institutional reform.

FMCS has provided conflict resolution services to the governments of Peru, Argentina, Brazil, Canada, Colombia, Serbia, Bulgaria, Mexico, Ireland, Panama, Kenya, Tanzania, Uganda, Mozambique, Kashmir, Indonesia, Croatia, Lithuania, Latvia, South Africa, South Korea, Thailand, China, Cambodia, Germany, Japan, Australia, Morocco, Burma, Hungary, Vietnam, Lesotho, Swaziland, Honduras, Bangladesh, and Haiti.



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## 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 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. There is no charge for initial consultations.

## For More Information

For more information, visit our website at [www.fmcs.gov](http://www.fmcs.gov) or contact the Office of International and Dispute Resolution Services at 202-606-5445.

**“We help emerging democracies develop sound and stable labor relations through training in dispute resolution systems, collective bargaining and mediation.”**