



# FMCS

# FEDERAL MEDIATION & CONCILIATION SERVICE

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## **MILLENNIAL/YOUNG WORKER INITIATIVES AT THE FEDERAL MEDIATION AND CONCILIATION SERVICE**

The FMCS Millennial/Young Worker Program seeks to help workers, employers and labor organizations meet the hiring, employee engagement and retention challenges of the 21<sup>st</sup> century workplace. We are changing our own workforce practices and programs to better support our customers' urgent need to adapt theirs.

- Inside FMCS, we are --
  - Building a more generationally diverse workforce by creating a Developmental Mediator Program to train and mentor mediators who reflect the demographics and diversity of our customers.
  - Engaging in two-way mentoring by “downloading” institutional knowledge from senior mediators and “uploading” innovative applications of technology from new mediators in a variety of innovative ways, such as, a highly successful new employee/senior employee bidirectional version of “speed dating” that we call “speed mentoring.”
  - Continuously evaluating FMCS services, programs, and policies by multi-generational mediator work teams.
  
- In the services we deliver to our customers, we are --
  - Training labor and management partners to identify the challenges and benefits of multi-generational workplaces.
  - Utilizing innovative mediation and facilitation techniques that enhance multi-generational understanding, communications, and problem solving.
  - In all service delivery areas, ensuring that generationally diverse stakeholder groups can address and resolve specific conflicts, on issues such as pensions, which are based on seemingly opposing interests and concerns.

