

## COMMENTS FROM ADR PARTICIPANTS

*"I felt for the first time that I was heard by the other party."*

*"There's a new plan for direction—came away with clear objectives."*

*"Relaxed and informal – helped the group open up."*

*"We all gained insight into our behavior."*

*"The skills of the mediators allowed emotions while keeping track of the issues."*

*"We have a good baseline for resolving the issue under more cooperative methods."*

*"We worked through all the rumors"*

*"We broke through some barriers today that will prove our working relationship."*

*"Clears the air in a respectful way."*

## HOW CAN I GET HELP

For a confidential discussion about how mediation can help you, call your agency's representative:

Phone Number: \_\_\_\_\_  
E-mail: \_\_\_\_\_

If the space above is blank, please call Shared Neutrals directly.

## WHERE IS IT AVAILABLE

The program is available wherever participating agencies operate. If you work in a remote location, you may request a mediator from another area.

## HOW MUCH DOES IT COST

Because participating agencies share staff, time and other costs, mediation services are provided at no cost to you. All we ask in return is your honest evaluation of our services.

### South Florida Federal Executive Board

440 Sawgrass Corporate Parkway  
Suite 212  
Sunrise, FL 33325-6237  
Tel: (954) 846-8248  
Fax: (954) 846-9260

02/03

## WORKPLACE PROBLEM? TRY MEDIATION

### *Shared Neutrals ADR Program*

Providing convenient, timely and confidential dispute resolution services.



Sponsored by the South Florida Federal Executive Board Interagency Mediation Council

<http://www.feb.org>

## WORKPLACE CONFLICT

Conflict is a natural product of people working dynamically together. Workplace conflicts usually include some of the following elements:

- Personality differences
- Communication styles
- Misunderstood intentions
- Unclear roles/expectations

Our everyday ways of dealing with conflict don't always work well, and adversarial ways of resolving disputes can damage long-term working relationships. If ignored, some conflicts can increase tension, lower productivity and morale, and erode trust.

Skillfully addressed, conflict can be a powerful force for creative solutions and better communications.

## HOW CAN MEDIATION HELP

Mediation is one of the most commonly used forms of dispute resolution.

Mediation is an informal, yet structured conversation in which people in conflict discuss their issues directly with each other. Mediators—trained and impartial—listen to all participants and guide them to clarify their issues, help them see each other's point of view and move toward agreement.

In Mediation, decisions that *affect* you are *decided by you*, and resolution is reached only when all parties agree.

## WHAT IS SHARED NEUTRALS

Shared Neutrals is a cooperative arrangement between federal entities in the South Florida region. Member agencies submit a dispute for resolution request and share a pool of trained and certified objective mediators.

Our mediators are from member agencies. They come from all types and levels of jobs. They serve on cases for agencies other than their own to provide an extra degree of neutrality and confidentiality.

## EACH MEDIATOR HAS...

1. Training which satisfies Federal and State of Florida standards.
2. Agreed to abide by the standards of practice of the State of Florida Dispute Resolution Center.
3. A commitment to maintaining confidentiality and encouraging the good faith participation and self-determination of all parties.

## TYPES OF CONFLICT SHARED NEUTRALS WORK WITH

### Employment/Workplace

- Communication
- Cross-cultural
- Interpersonal
- Multi-party
- Employees, staff and management

### Equal Employment Opportunity

- Discrimination
- Harassment

### Other Agency Disputes

## WHY MEDIATE

Mediation	Formal Systems
Parties help create solutions	Someone else decides
Win/Win	Win/Lose
Cooperative	Adversarial
Quick	Drawn out
Builds relationships	Can damage relationships
Voluntary	Enforced