

Committee: Alternative Dispute Resolution Consortium

**Seattle Federal Executive Board
FY 2011 Accomplishments**

Direct Results

209 **Mediations, facilitations, facilitated conversations, executive coaching, settlement agreements, trainings and team interventions (102 EEO).**

NOTE: This is a ten-fold increase in the program in the last nine years.

Settlement Rate 85%

Savings to the Federal Government \$7,920,897

NOTE: This is a 4% increase over FY 2010

Budget* **

Revenue		\$14,325.00
Expenses		\$14,328.11
Balance	-	\$ 3.11

* The ADR Program Manager Salary (four days a week) is being donated by the United States Department of Labor/ Office of Workers Compensation Programs (OWCP)/ Energy Employees Occupational Illness Compensation Program (EEOICP)

** ADR Program Manager Office Space/ Computer/ FAX/ Phone/ Copies and Postage is being donated by the United States Department of Labor/ Office of the Assistant Secretary for Administration and Management (OASAM)

Notable Events and Projects

- **Antioch University- Nina Mierding Workshops- “The Impact of Culture and Gender on Mediation**

The SFEB ADR Program co-sponsored this event, providing scholarships for five mediators and the Program Manager to attend. These dynamic and highly instructive workshops explored the cultural and gender issues that are involved in mediation, possibilities of miscommunication that can result from these issues and strategies for mediators to deal with these potential roadblocks to negotiation and settlement.

- **Basic Mediation for Federal Employees**

January 10-14, 2011, Tom Melancon combined forces with Michelle Nardella and Nancy Frost from the Equal Employment Opportunity Commission to teach 35 Federal Employees Basic Mediation Skills in a 40 hour course. The evaluations were very positive, and three of the students joined the Seattle Federal Executive Board's ADR Practicum to continue their mediation training.

- **Breaking Impasse with Sam Imperati**

The Seattle FEB ADR Program co-sponsored this event with the King County Dispute Resolution Center, providing scholarships to five SFEB ADR Mediators. The course, taught by a nationally recognized mediator and trainer, focused on nuts and bolts techniques to break impasse in mediation and reach agreement.

- **Celebration of Public Service**

Kevin Cornwell and Nancy Highness, SFEB Mediator/Facilitators were honored for their service at the Celebration of Public Service held in the Jackson Federal Building on Wednesday, May 4th, 2011. Guest speaker at the event was President George Washington (as portrayed by Dean Malissa).

- **City of Seattle Office of Civil Rights: Anti-Racism Training for Mediators**

Twelve SFEB Mediators attended 1 and ½ days of training sponsored by the City of Seattle's Office of Civil Rights. The first ½ day, "Race and the Power of Illusion" showcased a film that uncovers some of the roots of racism in the U.S. and in Seattle. The full day of training focused on racism as a continuum rather than a binary process and techniques mediators can use to eliminate racism from the mediation process.

- **City of Seattle Race and Social Justice Committee/ SFEB ADR/ ILCRG Partnership Meetings**

On February 24, 2011, SFEB ADR Program Manager Tom Melancon was invited to attend and participate in the first of ongoing Partnership Meetings between the City of Seattle's ADR Program, the Inter-local Conflict Intervention Group (ILCRG), the Seattle Federal Executive Board ADR Program and the City of Seattle's Race and Social Justice Committee. The group established four initial goals, which are:

- Information and Resource Sharing
- Increasing transparency and accountability in mediator assignment and training

- Establishing a baseline of mediator competency to address Race and Social Justice issues, and
 - Developing a mentoring program for people of color who wish to become mediators in Seattle
- **Conflict Prevention and Resolution: Training for Managers and Supervisors**

This workshop was offered again in September of 2011 and the evaluations were overwhelmingly positive. The course was created and taught by Kate Walton, an SFEB ADR Facilitator, Mediator and Trainer with over 15 years of experience in executive training, corporate communications and crisis management. Kate has taken a full time position which will not allow her to teach this course in the future, but she has agreed to let the SFEB ADR Program use the materials for a nominal fee so that we may continue to offer this vital training.

- **Conflict Resolution Day**

The SFEB ADR Consortium partnered with ten ADR organizations from around Puget Sound to sponsor Conflict Resolution Day activities at City Hall and Seattle University.

- **Crucial Conversations**

Tom Melancon and five other SFEB ADR Mediators attended Crucial Conversations, led by certified trainer Betsy BeMiller at the King County Dispute Resolution Center on April 14th and 16th, 2011. A crucial conversation is a discussion between two or more people where stakes are high, opinions vary and emotions run strong. Tom and the other SFEB participants learned skills to handle conversations and heated issues, to catch problems early and resolve disagreements candidly and respectfully.

- **Dealing with Performance and Conduct Issues**

Tom Melancon taught the Alternative Dispute Resolution section of this SFEB ADR sponsored event in December of 2010.

- **Facilitating Groups In Conflict**

Tom Melancon and six other SFEB ADR Mediator/Facilitators were invited to attend a three day workshop presented by the King County Interlocal Conflict Resolution Group entitled "Facilitating Groups in Conflict." Trainers Ann McBroom and Stephanie Bell led the participants through a highly interactive and dynamic program in which they learned key skills in facilitating groups in conflict and were able to apply the techniques in a simulation exercise.

- **Federal Dispute Resolution Conference**

Tom Melancon presented “The Aikido of Facilitation” with Chris Koser at the 26th annual Federal Dispute Resolution Conference in Palm Desert, CA in August of 2011. Presenting at the conference meant that Tom’s registration fee was waved, which is a savings of \$1,200.00 to the SFEB ADR Program. The conference once again offered a great opportunity to network with other Federal ADR Program Managers and gain valuable knowledge about Federal ADR issues.

- **King County Interlocal Conflict Resolution Group and City of Seattle ADR Program**

Tom Melancon was invited to participate in planning meetings with the ILCRG’s mediation program and the coordinators of the City of Seattle’s ADR Program. Topics included confidentiality issues, intake procedures, follow-up practices, mediator training and sharing resources between the three consortiums.

- **Los Angeles Federal Executive Board ADR Program Meeting**

On August 11, 2011, Tom Melancon met with Kathrene Hansen, Executive Director of the Los Angeles Federal Executive Board (and ADR Program Manager) to share best practices between the ADR Programs and brainstorm ideas about how to connect all of the FEB ADR Programs across the country to share successes.

- **OSHA Whistleblower Mediation Program picks up speed**

Though the settlement rate for the OSHA Whistleblower cases that were mediated by the SFEB ADR Program was not stellar, discussions at a National U.S. DOL/ OSHA Conference revealed that the SFEB/OSHA Whistleblower Pilot Project has increased interest among OSHA offices nationwide to use Shared Neutrals programs to help settle some of their cases and reduce the workload on their whistleblower investigators.

- **Puget Sound Facilitation “Brain Trust”**

Tom Melancon attended bi-monthly meetings of this group, which consists of members of the King County Interlocal Conflict Resolution Group, City of Seattle ADR Program and Private and Non-Profit providers of ADR services in the Puget Sound.

- **SFEB ADR Consortium Annual Training Conference**

This year, the SFEB ADR Annual Training Conference invited five trainers to offer four workshops related to Alternate Dispute Resolution and Mediation. Vivien Sharples, Doug Nathan, Regina Lyons, Gary Hattal and Sheherazad Norbache-Goff delivered training programs on Narrative Mediation, Learning from Unexpected Results, Work Styles and the Role of Culture in Mediation.

- **Seattle Federal Executive Board ADR Program Leads the Nation**

The Office of Personnel Management released a roll-out of Federal Executive Board ADR FY 2010 Program statistics, and the SFEB's ADR Program was the nation's leader in all categories: # of Workplace Dispute Cases Resolved; Workplace Dispute Cost Savings; # of Pre-EEO Cases Resolved; Pre-EEO Cost Savings; # of EEO Complaints Resolved and EEO Complaints Cost Savings.

- **UW/WSBA NW ADR Conference Committee**

Tom Melancon and three other SFEB ADR mediators continue to participate on the NW ADR Conference Committee, made up of members from the WA State Bar Association, University of Washington, King County ADR and Washington Mediation Association. This year, Tom Melancon and Chris Koser also presented the workshop "The Aikido of Facilitation: What to do when a group attacks you" at the event.

Types of Cases:

- Age discrimination
- Agency Head Coaching
- Air Traffic Controllers
- Airline Inspectors
- Attorneys on both sides
- City of Seattle Cases
- Civil Rights Cases
- Co-workers
- Court Workers
- Dam workers
- Doctors
- Employee Teams in conflict
- Executive Leadership Teams
- Executive Team Coaching
- Federal Agency/ Farmers
- Fire Technicians
- Gender Issues
- Intra-cultural issues
- Labor-Management Forums
- Mechanics
- OSHA Whistleblower Cases
- Reasonable Accommodation
- Social Networking Issues
- Supervisor/Manager Coaching
- Stakeholder Meetings
- Work Styles

Federal Sector ADR Credibility and Goodwill in Community

Mediators conduct off-duty mediations for King, Pierce, Snohomish, Kitsap, Thurston Co. Dispute Resolution Centers

Mediation Skills Coaching for the Snohomish, Island and Skagit Counties Dispute

Resolution Center and the University of Washington Law School;

Participation in UW/WSBA NW Dispute Resolution Planning Committee

Partnering with the City of Seattle and King County ADR Programs;

Partnering with the King, Snohomish and Pierce County Dispute Resolution Centers;

Presentations for the Seattle University MPA Program.