



Info for Union Officials

Union Officials say this about Mediation:

- Our union uses this program whenever possible because it works so well in resolving grievances.
- Mediation seems to better address the root causes of workplace problems
- I was impressed with the ADR Consortium mediators' skills in facilitating an open exchange between the employee and manager, a first step in finding resolution.
- I observed even "difficult" managers behave more flexibly and are more willing to negotiate during mediations.
- After mediations, I notice fewer repeat grievances against the same managers, thanks to improved lines of communication.
- Out of about 10 mediation cases, nine were resolved in a few weeks, with a maximum of one day's time spent by each party.
- Using mediation, the union can help more employees by not getting tied up with a few time-consuming cases.
- ADR Consortium mediations are free.
- The union pays nothing, why wouldn't we use this service?
- Our agency pays only local mileage and parking costs.
- The agency lending the ADR Consortium mediator pays its own employee's salary.
- The union may attend the mediation session and ensure that the employee's rights are being protected.
- ADR Consortium mediators address the employees' interests and do not impose a solution, like a judge or arbitrator does.
- If the mediation does not resolve the case, the union still has contract and legal remedies available, so it has nothing to lose by trying mediation.
- Since there is no loser in mediation, the union does not risk losing face and marring its image with employees
- ADR Consortium mediators are professional
- The ADR Consortium mediators I observed were well-trained and very effective
- Both sides trusted the mediators objectivity
- Because the ADR Consortium mediators come from another agency, both parties trust the confidentiality of the proceedings.