

Mediation of disputes (with emphasis on EEO)

Description: This is a class for the training of agency mediators. It is also useful for agency participants in mediation (e.g., advocates, decision makers, etc.). The emphasis is on role play, based on actual federal sector scenarios. The topics covered include dispute resolution alternatives, good and bad cases for mediation, the emphasis on voluntariness and confidentiality, the reasons for choosing mediation, the mediation process, to include the initial contact: communicating guidelines; collecting and analyzing background information; designing a plan for mediation; beginning the session (i.e., the mediator's opening remarks, the opening remarks of the participants, defining issues and setting an agenda, brainstorming and generating settlement options, the caucus, troubleshooting in mediation, interest based bargaining and writing the agreement.

Length: 3 or 4 days.

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