

## **Alternative Dispute Resolution (ADR) Center**

**ADR Center: Where All Roads  
Lead to Enhanced  
Communication!**

**Potomac Center Plaza  
10<sup>th</sup> floor, Room 10087  
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Washington, D.C. 20202  
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Fax: (202) 245-6929  
Email: [ADR\\_Center@ed.gov](mailto:ADR_Center@ed.gov)**

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### ***ADR Information***

***READ It  
BEFORE You  
NEED It!***

### **Contact Information** ***General Telephone Number***

(202) 245-7520

Email Address

[ADR\\_Center@ed.gov](mailto:ADR_Center@ed.gov)

***Fax: (202) 245-6929***

***Website: [ADR Center's Website](#)***

### **Directions**

The ADR Center is located on the 10<sup>th</sup> Floor, Room 10087 which is wheelchair accessible.

Note: To enter the suite you must have your ED identification badge or call the ADR Center's general number above.

### Reasons You Should Contact the ADR Center

- The ADR Center provides all ED employees and external applicants with an informal process to resolve disputes, disagreements, or complaints on a wide range of work-related matters.
- The ADR Center offers a setting that supports using techniques and training methods such as conflict prevention, resolution and management.

### Benefits of Alternative Dispute Resolution

- Provides an impartial third party to facilitate resolution of disputes.
- Provides quick solutions to addressing work-related issues.
- Promotes creative problem solving.
- Encourages open communications.
- Allows parties to demonstrate interpersonal skill to resolve disputes themselves.
- Provides skills to improve working relationships.
- Promotes agency organizational culture improvements which allow parties to participate in the creation of an outcome that works best for all.

### ADR Center Services

- Preventing Workplace Conflict
- Coaching, Conciliation, Facilitation
- Principal Office-specific Crucial Conversations Training
- Work-Related Mediation
- Team Building
- Improved Communications Tutorials (i.e., Discussions with My Supervisor)
- ADR Center Lending Library and session facilitation

### Staffing Expertise

The ADR Analysts are available to assist employees in resolving challenges related to work-related matters.

### Pre-ADR Center Resolution Steps

To provide expeditious customer service and better results, employees are encouraged to complete three (3) steps prior to consulting an ADR Analyst:

- Review the ADR Center's website at: [ADR Center Website](#).
- Be prepared to discuss at least three solutions you find acceptable based on the services offered.
- Be committed to the ADR resolution process to benefit you and the organization.

### How the ADR Center Works With You Toward Success

- Within 45 calendar days of the day one becomes aware of the incident, the employee should schedule an appointment with an ADR Analyst to discuss the issues and identify a process that best addresses the situation. (Note: If the matter involves discrimination, please notify the Equal Employment Opportunity Services office on (202) 205-5760 or OM\_EEOS@ED.GOV.)
- ADR Analyst will contact you within three (3) business days to discuss (via telephone or in-person) your matter.

The ADR Analyst will work with you for **up to 30 calendar days** from initial contact date to resolve the concern(s).

- In extenuating circumstances you may request and be granted 60 calendar days of additional resolution engagement and discussion(s).
- The ADR Analyst uses the following resolution techniques with individuals or groups:
  - Individual Interviews
  - Coaching / Conciliation (Individual or team)
  - Focus Groups
  - Brain Storming Problem Resolution
  - Mediation
- Dispute(s) resolved: No additional action needed by the ADR Analyst.
- Dispute(s) not resolved: ADR Analyst provides you with a "Notice of Right to File a Formal Complaint or Grievance."