

It is the policy of the U.S. Department of Housing and Urban Development (HUD) to use alternative approaches and methods in identifying and resolving workplace disputes and conflict in all of its Equal Employment Opportunity (EEO) activities at the earliest stage possible, and to prevent and minimize the escalation of disputes in an expeditious, cost effective, and mutually acceptable manner, where appropriate and feasible.

HUD's ADR Program is available to all employees, former employees, and applicants for employment, who believe that they have suffered discrimination

in the workplace because of their race, color, national origin, religion, veteran status, sex (including pregnancy and gender identity), genetic information, age (40 and over), disability, sexual orientation, and/or protected activity for participating in the equal employment opportunity (EEO) process or for having opposed a practice that is illegal under the EEO statutes.

If a resolution is not reached:

The parties do not lose any of their rights. They can return to the traditional EEO process, provided they have followed the regulatory time frames (time limits that must be followed in such matters).



REASONS FOR USING ADR:

- Uses a variety of problem-solving methods for resolving disputes
- Focuses on cases that can be resolved satisfactorily in an informal setting
- Relies on fairness, flexibility, training, and evaluation
- Issues resolved more quickly than the traditional EEO process, therefore it is cost effective
- Empowers participants to resolve matters through informal conflict resolution



For further information, please contact:

Office of Departmental Equal Employment Opportunity

Alternative Dispute Resolution Program

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ADR

Alternative Dispute Resolution Program

U.S. Department of Housing and Urban Development
Office of Departmental Equal Employment Opportunity

WHAT IS ADR?

ADR is the resolution of workplace disputes through informal, voluntary, consensual techniques (settlements, negotiations, arbitration, mediation, and facilitation) without litigation or formal administrative complaint processes. Participation in ADR is strongly encouraged and may be initiated prior to, or after, the filing of a formal EEO complaint through the traditional administrative processes. ADR can be a valuable tool to resolve EEO complaints, grievances, and other unresolved disputes in the workplace. Managers and supervisors are required to use and participate in ADR as a tool to resolve disputes at the earliest stage possible, and prevent and minimize the escalation of disputes in an expeditious, cost-effective, and mutually acceptable manner.

“Conflict cannot survive without your Participation”

-Dr. Wayne Dyer

ADR TECHNIQUES

- Mediation • Facilitation • Fact Finding
- Settlement Conferences • Peer Review

WHAT IS MEDIATION?

Mediation is a fast and inexpensive way to resolve disputes. We use third party neutrals known as mediators to facilitate resolution of disputes. Our mediators have been trained to help both parties reach a voluntary agreement. Mediators cannot make decisions or force decisions on the parties to the dispute. The mediators that are used are not HUD employees.

WHAT IS FACILITATION?

Facilitation is a process in which the parties (usually a group), with the assistance of a neutral third party (the “facilitator”), identify problems to be solved, tasks to be accomplished or disputed issues to be resolved. Facilitation may conclude later, or it

may continue to assist the parties to develop options, consider alternatives, and endeavor to reach an agreement. The facilitator has no advisory or determinative role on the content of the matters discussed or the outcome of the process, but may advise on or determine the process of the facilitation.

WHAT IS FACT FINDING?

Fact finding is the process of collecting data and information based on techniques which contain sampling of existing documents, research, observation, questionnaires, interviews, prototyping and joint requirements planning. Information collected during fact finding are very important to bringing data to light to resolve conflict.

WHAT IS A SETTLEMENT CONFERENCE?

A settlement conference is a meeting between opposing sides of a conflict

at which the parties attempt to reach a mutually agreeable resolution of their dispute without having to proceed to a more formal process. Such a conference may be initiated through either party, usually by the conveyance of a settlement offer. Each party may have a representative at the settlement conference. Conferences are usually conducted by a neutral third party.

WHAT IS A PEER REVIEW?

A peer review is a process by which an issue is reviewed by a group of experts in the matter being proposed is reviewed in-depth before making a recommendation on possible outcomes.

MORE INFORMATION CONCERNING ADR?

For more information concerning the ADR process, or to schedule training, please contact the ODEEO office at: **EEO@HUD.gov**.