



DEPARTMENT OF DEFENSE
WASHINGTON HEADQUARTERS SERVICES
1155 DEFENSE PENTAGON
WASHINGTON, DC 20301-1155



AUG 29 2019

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Fiscal Year 2020 Alternative Dispute Resolution Policy

Washington Headquarters Services (WHS) is committed to the appropriate use of Alternative Dispute Resolution (ADR) to effectively resolve workplace disputes. WHS's Office of Equal Employment Opportunity Programs administers the ADR program for WHS-serviced organizations under Administrative Instruction 106, *Alternative Dispute Resolution (ADR) Program*. ADR is a mechanism for resolving workplace issues ranging from complaints of discrimination and personal conflict between employees to organizational issues.

WHS designed the ADR Program to facilitate conflict resolution at the lowest possible level through the quickest and most cost-effective means in a confidential, respectful manner. Employees should address workplace issues immediately before morale and teamwork are adversely affected. Workplace issues may range from simple miscommunication to performance management or personality-based misunderstandings.

Third-party neutrals in ADR are experienced in techniques designed to facilitate discussion and help participants achieve a mutually acceptable resolution. The ADR Program offers mediation, facilitation, sensing sessions, and climate surveys. Training on conflict management is also available. To learn more, you may visit <https://www.whs.mil/Directorates/WHS-Immediate-Office-Staff/EEOD/Alternative-Dispute-Resolution-Program/> or contact the ADR Program Manager at (571) 372-0844 or whs.eeop@mail.mil.

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Thomas M. Muir
Director

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