



TSA EEO Alternative Dispute Resolution



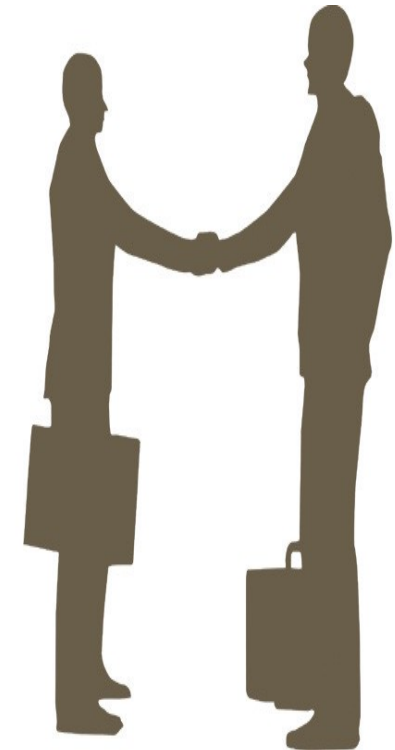
The EEO ADR process is not solely about reaching an agreement. It is also about improving communication, understanding, and trust.

Mediation provides an opportunity for open dialog between parties in dispute to jointly reconcile differences.

Each participant is encouraged to provide input regarding potential solution(s).

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EEO Mediation Is Scheduled; What Now?



**Transportation
Security
Administration**

Tips Before You Arrive

- Review and think about the issues to be discussed, your specific interest and what you would reasonably like to see as an outcome.
- Think about the other party's interest in the matter.
- Examine any assumptions you are making concerning the matter.
- Think about how you would like the working relationship to develop in the future.
- Come prepared to engage in a joint problem-solving process with realistic options.
- Mentally prepare to suspend judgement and listen to the other party during the session.
- Come prepared to respectfully, yet directly express your opinion, views and proposed solutions concerning the issues
- Prepare a brief opening statement using a positive tone.

What to Expect:

- *A mediator will contact you by telephone within ten (10) business days to discuss scheduling.*
- *CRD'S in-house and contract mediators serve as neutral professionals and are trained to guide you through the ADR process.*
- *Mediations typically take place within 30-days barring day to day operations such as; vacations and RDO's.*
- *An average session can last up to (4) hours.*
- *While you do not need a representative to participate in mediation, you will need to notify the ADR Team (5) business days prior to your session.*

Tips to Maximize the Benefits of the Session

- Listen attentively to the other party
- Respectfully seek clarification or further elaboration when needed
- Focus your comments and remarks on the issues and not the other party
- Assume the other party is acting in good faith
- Avoid making provocative remarks, intended to incite, inflame or demean
- Ask the mediator for a short break if you find yourself getting upset
- Unless instructed by the mediator speak directly to the other party
- Remain open to compromise

[Click Here to View a Video an Example of a Mediation Session](#)