



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



FEB 13 2018

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Fiscal Year 2018 Alternative Dispute Resolution Policy

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

The ADR Program is designed to facilitate conflict resolution at the lowest possible level; through the quickest and most cost-effective means; in a confidential, respectful manner. Workplace issues should be addressed immediately before morale and team work is adversely affected. Workplace issues may range from simple miscommunication, 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 services offered by the ADR Program include mediation, facilitation, sensing sessions, and climate surveys. Training on conflict management is also available. To learn more, you may visit the ADR website at <http://www.whs.mil/equal-employment-opportunity-and-diversity/alternative-dispute-resolution> or contact the ADR Program Manager at (571) 372-0844 or whs.diversity@whs.mil

WESTGATE. Digitally signed by
BARBARA.A WESTGATE.BARBA
.1046649814 RA.A.1046649814
Date: 2018.02.14
10:57:44 -05'00'

Barbara A. Westgate
Director

DISTRIBUTION:

Under Secretaries of Defense

Chief Management Officer

General Counsel of the Department of Defense

Director, Cost Assessment and Program Evaluation

Director, Operational Test and Evaluation

Chief Information Officer of the Department of Defense

Assistant Secretary of Defense for Legislative Affairs

Chief Judge of the U.S. Court of Appeals of the Armed Forces

Assistant to the Secretary of Defense for Public Affairs

Director, Net Assessment

Director, Defense Advanced Research Projects Agency

Director, Defense Legal Services Agency

Director, Defense Prisoner of War/MIA Accounting Agency

Director, Defense Security Cooperation Agency

Director, Defense Technology Security Administration

Director, Defense Test Resource Management Center

Director, Office of Economic Adjustment

Director, Pentagon Force Protection Agency

Director, Washington Headquarters Services