



DEPARTMENT OF THE NAVY
U.S. FLEET FORCES COMMAND
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**U.S. FLEET FORCES COMMAND ALTERNATIVE DISPUTE RESOLUTION
POLICY STATEMENT**

1. U.S. Fleet Forces Command offers voluntary Alternative Dispute Resolution (ADR) and Conflict Coaching to address conflicts, disputes, complaints, grievances, or other dissatisfactions arising in the workplace. Voluntary participation in this process will not adversely affect any individual's statutory and/or regulatory avenues of redress such as Equal Employment Opportunity (EEO) complaints, inspector general complaints, formal grievances, appeals, etc.
2. ADR is an effective method of resolving workplace disputes and is best described as assisted negotiations between two (or more) parties with neutral mediators facilitating the process but not representing either side of the dispute. ADR is one of the most powerful tools in resolving conflict in that two or more parties retain control over the decision making process and agreements rather than relinquishing that power to a third party adjudicator. It is particularly useful when the parties must continue some type of relationship (e.g., subordinate/supervisor work relationships or co-workers).
3. Conflict coaching is a structured and individualized process that facilitates enhanced awareness, knowledge and competency for effectively engaging in and managing interpersonal conflict. Conflict coaching can help individuals build conflict management competence and confidence in one's own decisions.
4. To ensure prompt resolution of complaints at the earliest stage, I encourage all supervisors and managers to engage in ADR efforts requested by employees and when appropriate. Likewise, I strongly encourage all employees to consider voluntary ADR as a means of resolving EEO complaints or workplace disputes as they arise.
5. Civilians should report conflicts, disputes, or grievances arising in the workplace through their chain of command or the EEO office.
6. The U.S. Fleet Forces Command point of contact is Ms. Amy Hooks, who can be reached at: (757) 396-2218, or personnel can use the Equal Employment Opportunity hotline at: (757) 396-7888.

K. O. THOMAS