



## SMART Agency Head Corner

*Alan Agency Head* says about **SMART**:

"This program is great for so many reasons:

- **Productivity is increased.**
  - Most **SMART** disputes are resolved in a few weeks, with a maximum of one day's time spent by each party.
  - In contrast, we have had EEO Complaints that took years to resolve and cost hundreds of hours and thousands of dollars of staff time.
  - After **SMART** resolutions, we have fewer repeat disputes between the same parties.
  
- **SMART Mediators are free.**
  - My agency pays only local mileage and parking costs.
  - The agency lending the **SMART** mediator pays its own employee's salary.
  
- **Relationships and morale improve.**
  - The parties informally discuss the issues and may vent their frustrations.
  - No one is forced to agree to anything: if the mediation doesn't work, the parties pursue their usual options.
  - The parties maintain control of the process.
  - **SMART** mediators try to satisfy both parties' interests.
  - No outside party, like a judge, imposes an outcome.
  - There is no loser, as in court.
  
- **SMART is impartial and preserves confidentiality.**
  - Because **SMART** mediators come from another agency, both parties feel more comfortable.
  - The parties do not know and will probably never again see the **SMART** mediator after the mediation."