



A SMART Mediator
answers your questions:

What is the authority for SMART?

- EEOC Notice 915.002 1995
- Administrative Dispute Resolution Act 1996
- 1999 EEOC Regulation 29 CFR Part 1614 requires Federal agencies to make an ADR program available during the EEO complaint process.

What is Your Role as Mediator?

I facilitate the mediation process to help the parties reach a resolution of their dispute. I do not decide the case or dictate the terms of a settlement. Both parties win and there is no loser, if agreement results.

What Happens if Agreement Occurs?

- Either party may consult representatives.
- I draft an agreement acceptable to all parties and representatives.
- A signed settlement agreement is legally binding on the parties.

SMART Coordinator
welcomes questions from
Agency Heads, Managers, EEO
& Personnel Officers, Union
Officials & Employees

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WEB SITE

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**Be SMART
Use SMART**



*When you have EEO
Complaints, Grievances, &
Workplace Disputes*

Shared MediAtoR Team
*provides FREE help with a
high success rate!*



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What is SMART?

Shared Mediator Team, a **VOLUNTARY** program of the Greater Los Angeles Federal Executive Board (FEB), which arranges for Alternative Dispute Resolution (ADR), specifically Shared Neutral Mediators, to solve local workplace disputes effectively and efficiently at greatly reduced cost.

Managers
like SMART
because:

- SMART improves relationships.
- Productivity is improved.
- SMART is Impartial and preserves Confidentiality.
- SMART is FREE.



A satisfied Employee says:

- "SMART uses mediators from other agencies.
- SMART is Impartial and preserves Confidentiality.
- My relationship with my manager improved.
- SMART resolves problems faster and with less stress.
- There is nothing to lose and everything to gain by trying SMART."

Union Officials like SMART because it resolves grievances.

- SMART better addresses the root causes of problems.
- If SMART doesn't work, the Complainant may still pursue agency processes.
- SMART increases union productivity.
- SMART mediators are FREE to the union.
- SMART lets the union stay in control.
- SMART mediators are trained professionals.

