

SMART Employee Corner



Emma Employee says about **SMART**:

"This program is great and helped me so much:

- **My relationship with my manager improved for the first time.**
 - When I tried **SMART**, I was on my third EEO Complaint.
 - Although I had won my last complaint, the problems with my manager persisted.
 - He may have treated me worse because he resented losing the prior EEO Complaint.
 - Communication with my manager was poor and I dreaded coming to work.
 - During the **SMART** mediation session, I felt safe expressing my feelings to my manager, because the neutral mediators were present as witnesses and I knew what I said could not be distorted later.
 - My manager said he was sorry for some of the things he had said and done, things that had prompted my most recent EEO Complaint.
 - He expressed concerns about my work that I had never heard before.
 - I understood for the first time some things I needed to change and promised I would try to improve in those areas.
 - I delayed filing the third formal EEO Complaint, until I was sure I had done everything I could to better my work. I ended up never filing it.
 - In the weeks after the **SMART** session, my manager talked to me more and treated me more fairly. He seemed more patient and less vindictive.
 - Understanding my priorities, I did better work in the areas noted by my manager.

- For the first time ever, he gave me some positive feedback.
- No longer dreading coming to the office, I started to enjoy my work more.
- I have now worked for two years without having to file an EEO Complaint, whereas previously I had filed a Complaint each year.
- **SMART resolves problems faster.**
 - My third EEO Complaint was resolved within a few weeks after I contacted the EEO Counselor.
 - My prior two Complaints each dragged on for many months until completion.
 - During that time, I was under a lot of stress and things were very tense with my manager at work.
 - I developed some medical problems and could not do my best work.
- **SMART is impartial and preserves confidentiality.**
 - Because **SMART** mediators come from another agency, I felt more comfortable speaking openly.
 - I knew what I said would not be the subject of gossip in my agency.
 - The co-mediators seemed objective and did not appear to be tools of management.
 - They seemed to have more power to influence my manager than staff in our agency.
 - Although I will probably never see the co-mediators again, I will always be grateful for their assistance."