



SMART Supervisor Corner

Suzanne Supervisor says about **SMART**:

"This program is very effective:

- **Productivity is increased**
- I have used **SMART** to resolve several disputes with employees, with a high success rate.
- Each dispute was resolved within a month of when it began, compared to years for other cases.
- I spent less than a day meeting with the employee and mediator on each case.
- I avoided all the down time and paperwork involved in a formal EEO complaint or grievance; thus, **SMART** enhanced my productivity.
- The employees' down time was also minimized thanks to quick resolution and lack of formal procedures.
- **SMART** seems to clear the air better.
- Fewer repeat complaints improve productivity.

- **SMART improves relationships.**
- Because **SMART** is a WIN-WIN method and there is no loser, the employees seem less adversarial after **SMART** mediation.
- In the presence of mediators, employees are more open about their underlying concerns.
- Employees seem less combative during **SMART** sessions.
- When I voice my expectations, employees appear to listen better and to behave less defensively in the presence of mediators.
- Because no one is forced to agree to anything, **SMART** is always worth a try; there is nothing to lose except a few hours of time and everything to gain, if resolution occurs.
- I feel as if the **SMART** mediators understood my concerns and tried to find ways to satisfy my needs.
- Since the employees agreed with the **SMART** mediators' suggested solutions, I assume they too felt their needs were understood and met..

- **SMART is impartial and preserves confidentiality.**
- Because **SMART** mediators come from other agencies, I consider them more neutral and less prone to gossip about cases later.
- I was less concerned about losing face with these outside mediators conducting the sessions.
- I am unlikely to ever see the **SMART** mediators again, which is a plus."