

## New intranet page brings alternative dispute resolution methods straight to those who need it

*By Scott Woosley, DDC Command Affairs*

The Defense Logistics Agency's policy concerning Equal Employment Opportunity, workplace, and contractual disputes is to use alternative dispute resolution, or ADR, methods to the maximum extent possible.

To help make that possible, the Defense Distribution Center's Office of Counsel recently added an ADR Section to its intranet site to provide supervisors and complainants a readily accessible resource that explains DLA's ADR philosophy and guidance to resolve EEO and workplace disputes.

"We added ADR to the DDC GC intranet page to give supervisors and complainants hands-on access to ADR materials and links for further information," said

Lynne Enfield, a Defense Distribution Center ADR mediator, who works at Defense Distribution Depot San Joaquin, Calif. "Although the EEO Office briefs complainants and managers about mediation, some people get a better grasp of the information when they can read it and digest it—at their leisure."

The goal is for the parties involved in mediation to come to the table familiar with the process that will be used to mediate an issue, which hopefully will result in the best possible mutual agreement between the parties. The Web site has two pre-mediation advice articles—one for managers and one for complainants.

"Our hope is that those coming to a mediation will have chance to review the articles and the links so they get a better idea of the process, their role in the mediation, address their questions and concerns, relieve some of their anxiety, and most importantly understand that they need to be prepared," Enfield said.

Potentially the most important piece of advice the intranet site and articles provide is for the sides to come to the mediation table with the facts concerning their particular issue. According to Enfield, who has been doing mediations for more than eight years, the worst thing that can happen is to have the management representative come to mediation without any knowledge

of the specifics of the complaint or possible settlement options.

"Coming to mediation with no information about the process can be overwhelming for complainants, and employer representatives, as well. Parties will be most successful when they can comfortably convey their position to the other party, and when they have an open mind in terms of possible settlement," Enfield continued.

Complainants often believe mediation is similar to a court proceeding, but it is not. Mediation is an opportunity for two people to have a discussion about their dispute, feelings, and needs. The mediator, a neutral person, attempts to have the parties look at their dispute from both sides, and come up with an amicable solution.

In many cases, a party may be angry, and can't even begin to solve the problem until they work through the anger. The information on the site explains that mediation is an emotional process, but far less tedious, time consuming and emotional than going through a formal hearing process that may be a year or two away.

Mediation affords the parties an active role in developing their own mutual resolution, in a timely manner, instead of having a judge decide how to resolve the case.

## DDC celebrates legacy of Martin Luther King Jr.

*By Scott Woosley, DDC Command Affairs*



*Brig. Gen. Lynn Collyar, right, commander, Defense Distribution Center, presents a plaque to the Reverend Martin David Odom, pastor of the Bethel Village A.M.E. Church in Harrisburg, Pa. Odom spoke at the DDC's ceremony commemorating Dr. Martin Luther King Jr.*



*Brig. Gen. Lynn Collyar, second from right, commander, Defense Distribution Center, and Rev. Martin David Odom, second from left, enjoy a piece of cake at the reception that followed the DDC's ceremony commemorating Dr. Martin Luther King Jr.*



*Loretta Rossum of the Lingo Memorial Church of God in Christ in Harrisburg, Pa., sings "We Shall Overcome." Rossum provided the music for the Defense Distribution Center's ceremony commemorating the legacy of Dr. Martin Luther King Jr.*