"Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude."

William James

“You can’t shake hands with a clenched fist.”

Indira Gandhi

“When you negotiate an agreement, you must remember that you are also negotiating a relationship.”

Harold Nicolson

“One day we must come to see that peace is not merely a distant goal that we seek but a means by which we arrive at that goal.”
Martin Luther King Jr.

“We have two ears and one mouth so that we can listen twice as much as we speak.”

Epictetus

“When I am getting ready to reason with a man, I spend one-third of my time thinking about myself and what I am going to say and two-thirds about him and what he is going to say.”

Abraham Lincoln

“Seek first to understand, then to be understood.”

Stephen R. Covey

What is conflict management?

Conflict management is a process to proactively manage conflict to reduce the incidence of disputes and to increase the likelihood that any disputes will be resolved efficiently, effectively and expeditiously.

What is ADR?

- ADR stands for Alternative Dispute Resolution. It is an informal method of addressing disputes that is an alternative to traditional, formal methods of dispute, such as litigation or grievances.
- Unlike traditional formal methods of handling disputes, ADR focuses on win-win solutions and problem-solving with the assistance of a neutral third party.
- ADR includes a variety of different processes, including mediation and group facilitation.

What is the difference between Conflict Management and ADR?

Conflict management is a broader concept. “ADR” is traditionally an alternative to exercising a legal right; CEDR’s conflict management can help people address conflicts for which there are no available legal remedies.

Can you require the other party to enter mediation?

- The mediation process is voluntary; all sides must agree to participate.

Who would mediate, facilitate, or serve as a conflict coach?

- It depends on the situation. The people providing CEDR services need to be well-trained in their roles and impartial with regard to the particular conflict and its participants. They may be DoDEA employees, other government employees, or people from outside government; what’s important is that they be good at what they do and that the parties are comfortable that they will be fair.

Where do I go if I have an EEO complaint?

- DoDEA’s Equal Employment Opportunity Programs Office handles EEO complaints and EEO mediation. You may find more information about EEOP and filing or mediating EEO complaints at the following website: www.dodea.edu/Offices/EEOP

How do I contact CEDR to see if it can help me?
• Call +1 (571) 372-7778 or email to CEDR@dodea.edu