

ADR Reportable Activity – Examples

- **Employee/Employee Mediation**

1. Employees were given Agreement to Mediate forms
2. Employees signed Agreement to Mediate forms and are entering into mediation
3. Employees entered into mediation and made a verbal or written agreement
4. Employees entered into mediation and didn't resolve issues

- **Employee/Supervisor Mediation**

1. Employee and Supervisor were given Agreement to Mediate forms
2. Employee and Supervisor signed Agreement to Mediate forms and are entering into mediation
3. Employee and Supervisor entered into mediation and made a verbal or written agreement
4. Employee and Supervisor entered into mediation and didn't resolve issues
5. SPO mediation took place as part of adjudication/appeal and resolved issues
6. EEOC mediation took place and didn't resolve issues; proceeding to investigation

- **Group Mediation**

1. Group of employees were given Agreement to Mediate forms
2. Group of employees signed Agreement to Mediate forms and are entering into mediation
3. Group of employees entered into mediation and made a verbal or written agreement
4. Group of employees entered into mediation and didn't resolve issues, but will continue with mediation in a month

- **Arbitration**

1. Working with Public Employee Labor Relations Board on negotiated grievance-arbitration procedures
2. Contracted with service provider from American Arbitration Association

- **Group Facilitation**

1. EAP provided critical incident and stress counseling to work unit after a workplace violence incident
2. U.S. Federal Mediation and Conciliation Service facilitator assisted with union contract negotiations
3. NM First staff facilitated development and implementation of new licensing process

- **Citizen Participation/Public Dispute Management**

1. Public input meeting; valuable info gained & will be considered in Department's decision
2. Posted "Suggestion & Comment Boxes" for the public in all area office lobbies

- **Training**

1. Difficult Conversations
2. Employee Civil Rights
3. Sexual Harassment
4. Alternative Dispute Resolution
5. Annual NM ADR Symposium
6. 40 Hour Mediation (Basic Training)
7. ADR Coordinator Training
8. Active Listening
9. Effective Communication
10. Using ADR to Cultivate Work Teams
11. Mediation Skills Workshop
12. Mediator Roundtable Discussion
13. Creative Solutions to Difficult Problems
14. Constructive Discipline

- **Ombuds Visit**

- **Other (*outreach, meetings, etc.*)**

1. ADR Coordinator Meeting with Upper Management to discuss ADR Activity
2. Intake/Consult with employee(s) where mediation and ADR are discussed as an option to resolve a conflict
3. Attended ADR Advisory Council meeting at RMD
4. Referral to RMD/ADR Bureau from employer to employee
5. Teambuilding exercise/event with employees
6. Management meeting where ADR/Mediation is discussed
7. All employees meeting where ADR/Mediation is discussed
8. ADR Brochure posted in an obvious place within agency
9. Posted link to RMD/ADR Bureau Website in a place where it can be viewed by employees
10. New Employee Orientation where ADR/Mediation was discussed; ADR Bureau presented information and explained how they can assist employees with their services
11. ADR Coordinator attended loss control meetings and discussed ADR and how it can be utilized by employees within agency/entity
12. Agency Created ADR Policy and announced it to all employees via handout/e-mail/payroll insert
13. Agency designated and announced ADR Coordinator appointment to employees
14. EAP Consultation regarding employee and conflict management; services offered to employee