May 5, 2016

SOUTHERN AREA EXECUTIVES

SUBJECT: Resolving Workplace Disputes, REDRESS™ and ELM 650 Mediation

As good stewards of Postal Service resources, it is our responsibility as managers to keep the lines of communication with our employees open and to resolve workplace disputes, real and perceived, at the earliest possible opportunity. Workplace disputes arise and EEO complaints are filed because of a lack of open communication regarding the organizational changes the Postal Service is experiencing. Since it is costly to process an EEO complaint through the formal stage, it is important that you are diligent in your dealings with employees and in resolving workplace disputes before they rise to the level of becoming an added cost to our organization. We need to ensure that we emphasize open communications and early resolution with all managers so that our employees have confidence that their manager will do the right thing when workplace disputes are brought to their attention.

If resolution attempts prior to mediation fail, and the employee is offered and accepts the opportunity to participate in REDRESS™ or ELM 650 mediation, supervisors and managers are required to attend and participate in good faith. These Alternative Dispute Processes are utilized only when the situation cannot be resolved without outside assistance. While you are not required to resolve the complaint at any and all costs, you are expected to be knowledgeable about the case and your options regarding appropriate settlement prior to attempting resolution or attending mediation.

Managers and supervisors have an important role in resolving workplace disputes, improving the work environment and creating a healthier labor climate. It is our obligation to reduce costs as well as to do the right thing for the workplace environment.

Shaun E. Mossman

cc: Southern Area Manager, Human Resources
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