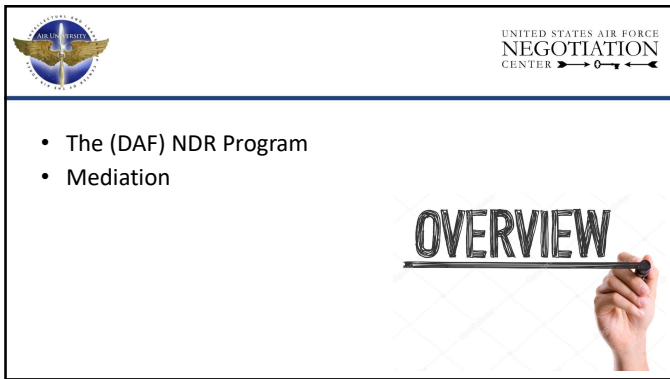




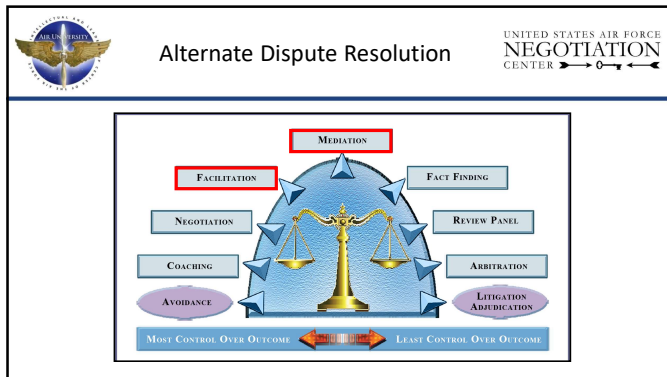
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Air Force Negotiation & Dispute Resolution

UNITED STATES AIR FORCE
NEGOTIATION
CENTER

- The Negotiation & Dispute Resolution (NDR) Manager:
 - Handle Program Oversight/Intake
 - Intake Includes:
 - Equal Employment Opportunity (EEO) complaints
 - Labor Complaints
 - General Workplace Issues

EQUAL OPPORTUNITY OFFICE

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Air Force Negotiation & Dispute Resolution

UNITED STATES AIR FORCE
NEGOTIATION
CENTER

- NDR Manager Must Ensure:
 - Voluntary agreement to participate
 - Parties' rights (Legal Counsel)
 - Right to utilize a formal dispute process
- Provide trained, impartial, ethical and neutral mediators*

6



Air Force Negotiation & Dispute Resolution



- Factors favoring mediation:
 - Parties interested in seeking settlement
 - Underlying issues
 - Continue the relationship
 - Recognition of unrealistic demands
 - Traditional negotiation and/or assisted negotiation reached an impasse



7



Air Force Negotiation & Dispute Resolution



- Air Force uses the “Facilitative” Process
- The mediator DOES NOT solve the “problem”
- Impartial 3rd parties that facilitate a process
 - The parties reach their own settlement



8



Mediation Program



- Model Standards of Conduct adopted in 2005 by:
 - The American Bar Association
 - American Arbitration Association
 - Association for Conflict Resolution
- DAFI 51-1201 “Negotiation & Dispute Resolution Program”





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Mediation Program




- The Standards:
 - Self-Determination
 - Impartiality
 - Conflicts of Interest
 - Competence
 - Confidentiality
 - Quality of the Process



10






“I can win an argument on any topic, against any opponent. People know this, and steer clear of me at parties. Often, as a sign of their great respect, they don’t even invite me.”


Dave Barry

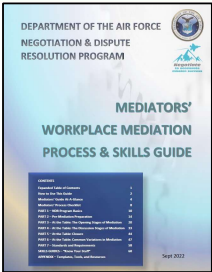


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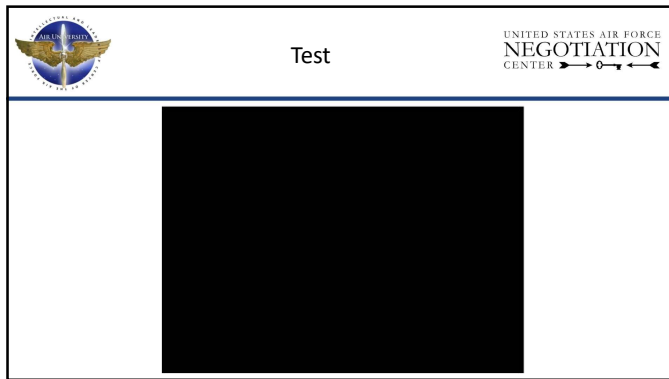


Skills Guide

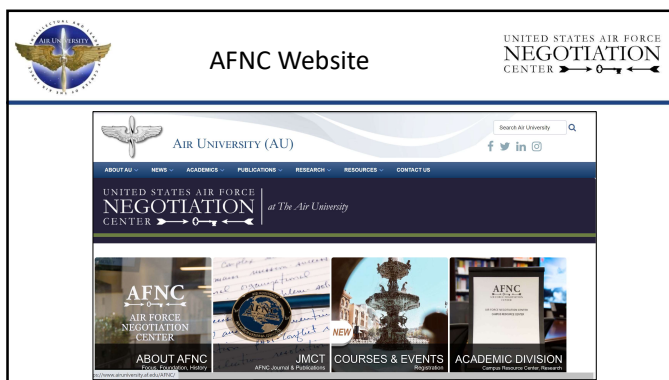




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- The (DAF) NDR Program
- Mediation

SUMMARY
