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ADR FOR EEO: A FAR-REACHING EFFECT

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**MAKE ADR YOUR FIRST
CHOICE FOR RESOLVING
EEO DISPUTES**

NASA's Alternative Dispute Resolution Program for Equal Employment Opportunity

Did You Know...

- There is an ADR program for EEO at the Center (informal stage of the EEO complaints process) and Agency (formal stage) levels.
- These programs are available to you to address EEO complaints quickly and effectively.



The Basics

The NASA ADR EEO program is a voluntary and confidential program designed to resolve EEO claims at every Center and at the Agency level through facilitation by a neutral third party, also known as a mediator.

The program generally utilizes mediation, one of the most common methods of ADR, to quickly and appropriately resolve workplace disputes. It provides individuals with the opportunity to develop mutually agreeable solutions. It also allows the individuals involved in the dispute to have a greater voice in the outcome than in the traditional EEO process, in which the outcome is determined by a NASA official or EEOC administrative judge.

Finally, ADR can foster stronger, more cooperative working relationships and help to build trust between managers and employees.

For these reasons, the Office of Diversity and Equal Opportunity (ODEO) at NASA champions and advocates ADR as a highly effective and cost-efficient means of resolving EEO disputes.



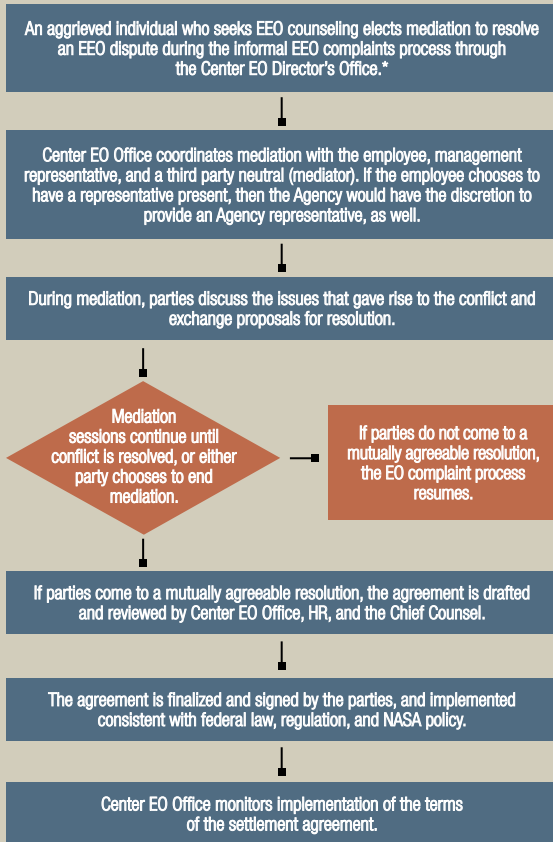
Objectives

- To proactively address workplace conflicts that may surface in the EEO area through a heightened emphasis on ADR.
- To support a NASA work environment where managers, supervisors, employees, and applicants for employment have a constructive and expeditious way to resolve EEO disputes and can remain focused on the mission.
- To provide a fair, timely, and cost-effective method for resolving EEO disputes.
- To provide for consistency across NASA Centers in ADR EEO processes.

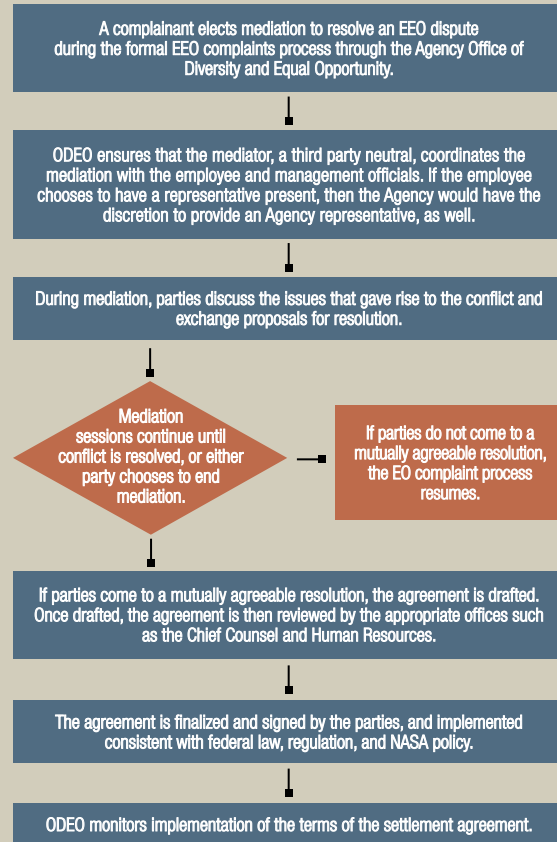


ADR FOR EEO: A FAR-REACHING EFFECT

ADR AT THE INFORMAL STAGE OF THE EO COMPLAINT PROCESS (NASA CENTER)



ADR AT THE FORMAL STAGE OF THE EO COMPLAINT PROCESS (NASA OFFICE OF DIVERSITY AND EQUAL OPPORTUNITY)



*The term "aggrieved individual" applies to both NASA employees and applicants for employment.

Frequently Asked Questions About ADR EEO Using Mediation

What are the benefits of mediation?

Mediation is an impartial problem-solving process designed to:

- Lead to a mutually acceptable agreement, which is legally enforceable.
- Allow both parties to develop a realistic assessment of its own as well as the other party's viewpoints and alternative solutions.
- Help the parties to isolate the problems and issues.
- Ensure fairness for all parties.



- Help the parties effectively communicate with each other.
- Help the parties explore mutually satisfactory solutions to problems instead of taking the case through the traditional complaints process.
- Lead to more timely resolution of EEO disputes in the workplace.
- Result potentially in monetary and nonmonetary settlement.



At what point during the EEO complaints process may I request ADR?

Either party may request ADR at any time during the EEO complaints process, either at the informal (Center) stage or the formal (Agency) stage.

Will my right to pursue court or administrative action be affected if I decide to mediate an issue?

No. If an aggrieved individual chooses mediation, the individual does not jeopardize his or her right to utilize the EEO complaints process in the future.

How can I obtain further information about the NASA ADR EEO program?

For additional information about the program, contact your Center EO Office (see ADR EEO Points of Contact) or the Agency ADR Program Manager in the Office of Diversity and Equal Opportunity, Complaints Management Division, at 202-358-2180.

You may also wish to review your Center's ADR EEO procedures, available through your Center EO Office.

ADR EEO Points of Contact

The ADR EEO Point of Contact at each Center is the Center EO Director/ Officer who can be reached on the following Center telephone/fax numbers.

■ **AMES RESEARCH CENTER**

Tel: (650) 604-6510 | Fax: (650) 604-2720

■ **DRYDEN FLIGHT RESEARCH CENTER**

Tel: (662) 276-3033 | Fax: (662) 276-2800

■ **GLENN RESEARCH CENTER**

Tel: (216) 433-3081 | Fax: (216) 433-8285

■ **GODDARD SPACE FLIGHT CENTER**

Tel: (301) 286-7770 | Fax: (301) 286-1712

■ **NASA HEADQUARTERS**

Tel: (202) 358-1098 | Fax: (202) 358-2742*

■ **JET PROPULSION LABORATORY**

Tel: (818) 393-7543 | Fax: (818) 393-4592

■ **JOHNSON SPACE CENTER**

Tel: (281) 483-0603 | Fax: (281) 483-0609

■ **KENNEDY SPACE CENTER**

Tel: (321) 867-9175 | Fax: (321) 867-1066

■ **LANGLEY RESEARCH CENTER**

Tel: (757) 864-3289 | Fax: (757) 864-8832

■ **MARSHALL SPACE FLIGHT CENTER**

Tel: (256) 544-0026 | Fax: (256) 544-2411

■ **NASA SHARED SERVICES CENTER**

Tel: (228) 813-6055

■ **STENNIS SPACE CENTER**

Tel: (228) 688-2079 | Fax: (228) 688-3240

■ **WALLOPS FLIGHT FACILITY**

Tel: (757) 824-1412 | Fax: (757) 824-1410

*The NASA Management Office (NMO) and Office of Inspector General (OIG) at JPL are also covered by HQ.

National Aeronautics and Space Administration

NASA Headquarters

300 E Street SW
Washington, DC 20546

www.nasa.gov

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